

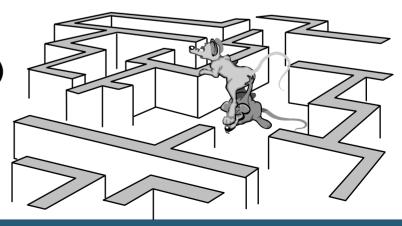
#### **User Services**

**July 2006** 

#### **Overview of Lesson**



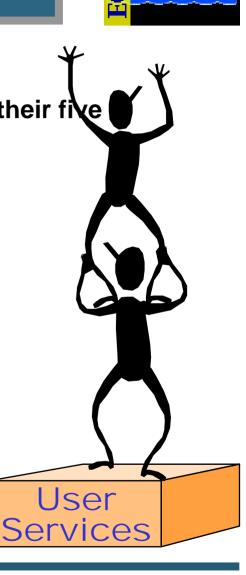
- Introduction
- User Services Topics
  - User Services Role
  - ECS User Account Management and Troubleshooting
  - Processing an Order
  - Tracking/Canceling an Order
  - Subscriptions
  - Data Pool Management
  - Cross-DAAC Referral
  - Cross-DAAC Order Tracking
  - Data Dictionary Maintenance
  - ASTER DAR Tool (LP DAAC only)
- Practical Exercise



### **Objectives**

FOSDIS

- Overall: Proficiency in providing support to ECS users
  - Describe the User Services role and identifying their five major responsibilities
  - Perform user account management
  - Process an order
  - Cancel/Track an order
  - Support subscription management
  - Manage the Data Pool
  - Support cross-DAAC referral
  - Support cross-DAAC order tracking
  - Update the Data Dictionary
  - Create a Data Acquisition Request (DAR) (LP DAAC only)
  - Create an On-Demand Production Request (LP DAAC only)



### **Objectives (Cont.)**



Lesson helps prepare several DAAC roles for the User Services functions of assistance in order tracking, creation/management of user accounts, management/use of the Data Pool, resolving user requests/problems, initiating and tracking system problem reports, and coordination with external/internal sources to resolve user problems:

- User Services Representatives
- Science Data Specialists
- System Engineers,
   System Test Engineers,
   Maintenance Engineers



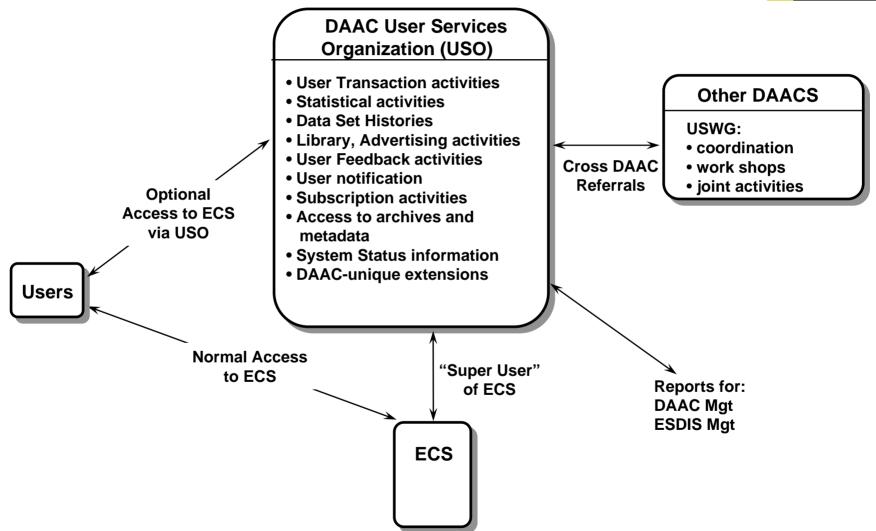
#### **User Services Role**



- "Pull Users" encompasses the entire potential user population, including scientists and students ranges of K-12 grades to college graduates
- User Services is the arm of each DAAC providing extensive support services for each DAAC's product archive
- Five major User Services responsibilities:
  - Help create new users
  - Support order tracking
  - Resolve user requests/problems
  - Initiate/track problem reports
  - Coordinate external and internal sources to resolve user issues/problems

### **User Services Role (Cont.)**





### **Account Management**



- Use Account Management software local to the site to retrieve a user account
- Use remote access to Account Management software at the System Monitoring and Coordination Center (SMC) for other account management functions
  - Create a user account
  - Edit/modify an existing account
  - Delete an ECS account
  - Cancel an ECS account
  - Change an ECS user's password



### Retrieving a User Account



- First action when receiving any user request
  - Validates user
  - Provides information that may be needed to respond
  - Separate procedure in 611-EMD-001 Mission Operation Procedures for the EMD Project
- Part of other procedures
  - Processing an order
  - Canceling an order
  - Order tracking



## DAAC User Account Management: Profile Account, Personal Information



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## DAAC User Account Management: Profile Account, Account Information



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## SMC User Account Management: Profile Account, Personal Information



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## SMC User Account Management: Profile Account, Account Information



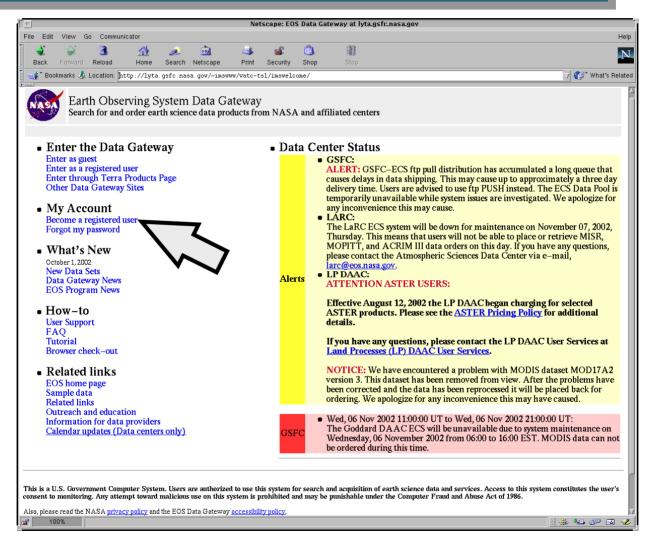
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### Creating a User Account

- EOSDIS
- User registration begins when a user requests ECS data services
  - Request by mail, telephone, e-mail, fax, or in person
  - Can refer a user to Universal Reference Locator (URL) for the EOS Data Gateway (EDG)
    - http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/
    - Link to Become a Registered User
  - Can enter registration data on behalf of user
  - Call user directly to obtain any missing data
- User information is entered into the system in five categories:
  - Personal Information
  - Mailing Address
  - Shipping Address
  - Billing Address
  - Account Information

### **EOS Data Gateway Welcome Page**





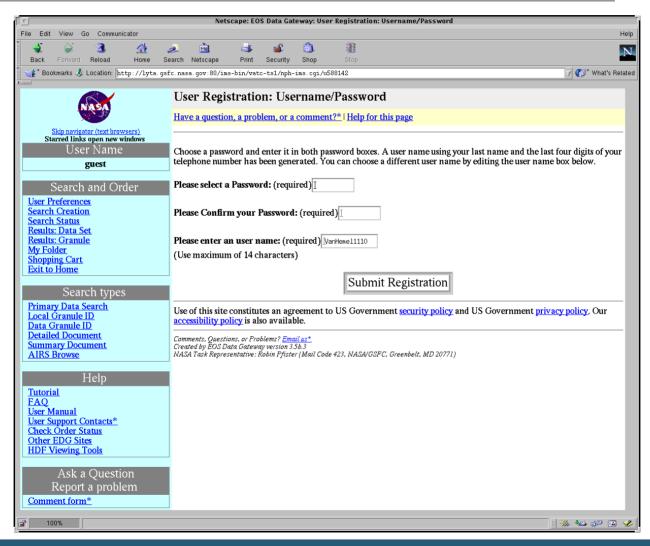
### **User Registration Web Page**



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NASA	User Registration	
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Starred links open new window User Name	Your preferences and profile information are saved indefinitely. Search criteria, search results, my fol cart are saved for several weeks and then automatically deleted. This function also creates a user profile.	der and shopping
guest	Core System (ECS). This may allow you to access additional ECS Services.	le on the EOSDIS
Search and Order	Please fill out the following information and click the Continue button.	
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	NASA Task Representative: Robin Pfister (Mail Code 423, NASA/OSFC, Greenbelt, MD 20771)	

# User Registration: Username/Password Form





## Request Account Screen Account Information



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## Request Account Screen Personal Information



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			o <sub>i</sub> study.		
			Create Account		

### **Adding Privileges**



- ECS user registration through the EOS Data Gateway web page creates basic ECS account
- Users who need authorization for special access request privileges through User Services
  - Data Acquisition Request (DAR) submission
  - On-Demand Requests for special ASTER L1B or Digital Elevation Model (DEM) products
  - Access to restricted granules
- User Services logs in at SMC to use the Account Management tools to modify the account to include the privileges

## Profile Account Screen DAR Information

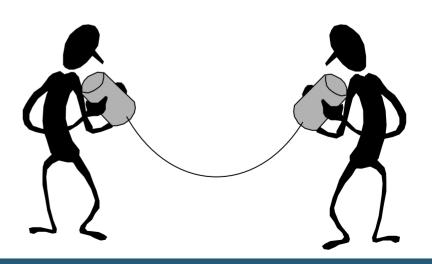


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### **Edit/Modify an Existing Account**



- User Services has responsibility to maintain ECS user accounts
  - Maintain contact with user to confirm continued accuracy of information
  - Verify applicability of address change notice; do not assume change applies to all
    - Billing address
    - Shipping address
    - Mailing address
  - Account information
  - Personal information



#### **Delete an ECS Account**



- User Services representative may delete an ECS user account from the database, upon management instruction or user request
  - Uses ECS User Account Management tool
  - Retrieve and verify account
  - Remove account from database



#### **Cancel an ECS Account**



User Services representative may cancel an ECS user account

- Uses ECS User Account Management tool
- Retrieve and verify account
- Temporarily impose probation on user's privileges (for cause)
- Establish an expiration date, upon which account will be deleted from database unless cause of probation is removed

### **Account Management Messages**



Message Text	Impact	Cause/Corrective Action
Can Not Connect To The Server. Try again later.	Unable to retrieve a user request or user profile.	Notify the System Administrator that the User Profile Server needs to be started.
No data found in the database.	No user requests or registered users are entered in the database for the selected home DAAC.	None.
The V0GW password and Gate Way User Type can not be Empty.	Cannot complete action to create a user profile.	Ensure that all required fields have data entered.
Create Register User Failed Please check log file for error.	Cannot complete action to create a user profile.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.

### Account Mgmt. Messages (Cont.)



Message Text	Impact	Cause/Corrective Action
Delete request user failed.	Unable to delete a user request.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
Update Failed for Register User Please try again.	Unable to update a user request.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
The First Name, Last Name, Telephone number and Email Address can not be Empty.	Cannot complete action to create a user profile.	Ensure that all required fields have data entered.
Insert has failed for Regist User, Please try again.	Cannot complete action to create a user profile.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
Delete failed for Register User Please try again.	Unable to delete a user request.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
Update failed for profile database Please try again.	Unable to update a user profile.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
V0 GateWay pass- word is empty. The password is not up- dated.	Unable to update V0 Gateway password.	Add entry in the appropriate field.
V0 GateWay pass- word Failed. Please try again.	Unable to change V0 Gateway password.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
Delete failed for pro- file database Please try again.	Unable to delete user profile.	Check User Profile Server log files for possible Sybase errors; notify Database Administrator of problem.
No e-mail address.	Unable to change Aster category or delete a DAR privi- lege.	Add e-mail address in the configuration file.

### **Account Management Log Files**



- Check log files; review with UNIX editor (e.g., pg, view, vi, more, tail)
  - EcMsAcRegUserSrvrDebug.log
  - EcMsAcRegUserSrvr.ALOG
- If evidence of Sybase error, notify Database Administrator

### **Processing an Order**

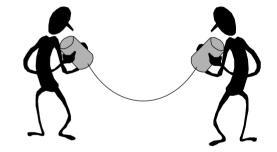


- Some users may prefer not to use the Search and Order tool directly
  - Orders by telephone projected to be a daily occurrence
  - User Services representative places order for the user
- User Contact Log/Trouble Ticket tool
  - Create/update user contact log record
- ECS User Account Management tool
  - Retrieve and verify user account
- Search and Order tool
  - Locate data
  - Order data

### **Create User Contact Log Record**



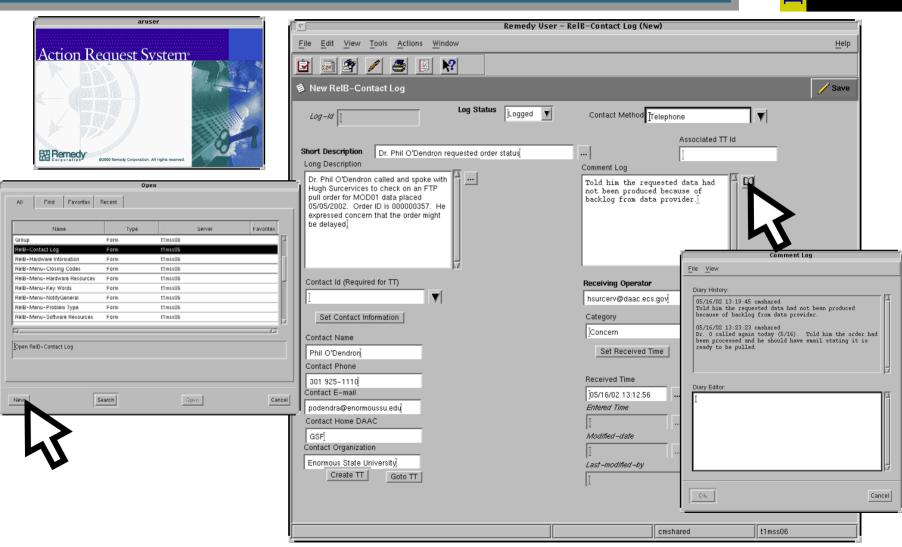
- Any User Services event (user contact) is a cue for the User Services representative to create a record in the User Contact Log
  - Each record is assigned a unique Log ID
  - Contact (user) data (e.g., name, telephone number, e-mail address, home DAAC, organization)



- User Contact Log
  - Accessible from Remedy User Tool
  - Entries may be saved, searched, retrieved, and modified
  - Permits tracking and updating information related to a user contact until the record is closed

### **User Contact Log Screens**





### **Verify User Account**



- ECS User Account Management Tool at SMC
  - Profile Accounts: Account Information or Personal Information
  - Profile Accounts: User Profile
    - Summarizes all user data
    - Display only

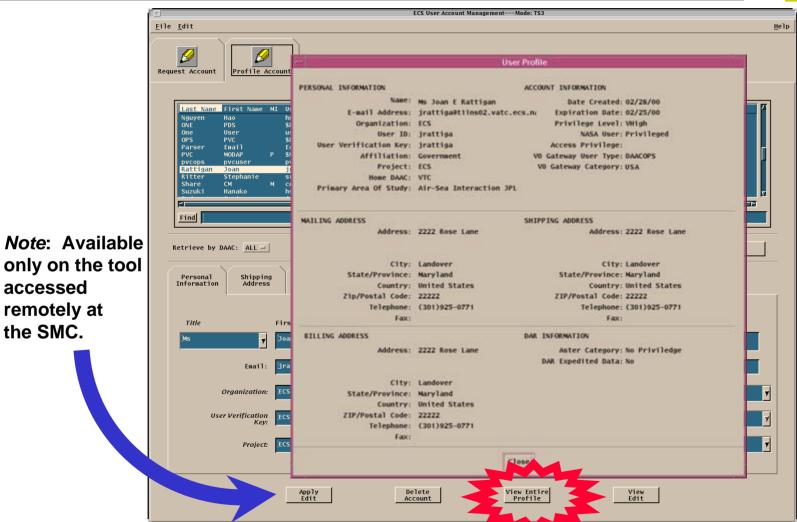
#### View Entire Profile Screen

accessed

the SMC.

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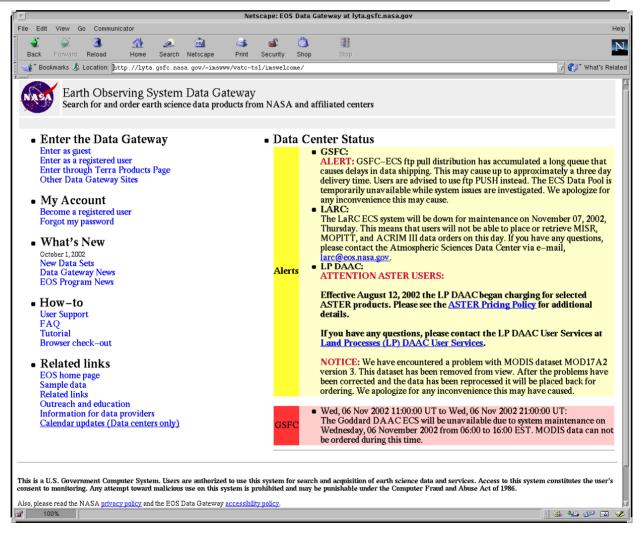
#### **Data Search and Order**



- Guidance available on the WWW: http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/
  - Web Gateway Users' Manual: technical information
  - Frequently Asked Questions: captures commonly sought information, terminology, search, data, and ordering
  - Tutorial: tool introduction and how to find and order data
- Approaches available for user
  - Web-based Search and Order tool: EOS Data Gateway (EDG)
     Web Client
     http://redhook.gsfc.nasa.gov/~imswww/pub/imswelcome/
  - Data center-specific searches: specialized tools
  - Let User Services help: EDG Web Client Search and Order Tool
  - EDG Users get immediate results via Integrate Browse Request

# Search and Order Tool Welcome Screen (EOS Data Gateway)





### **Primary Data Search Screen**

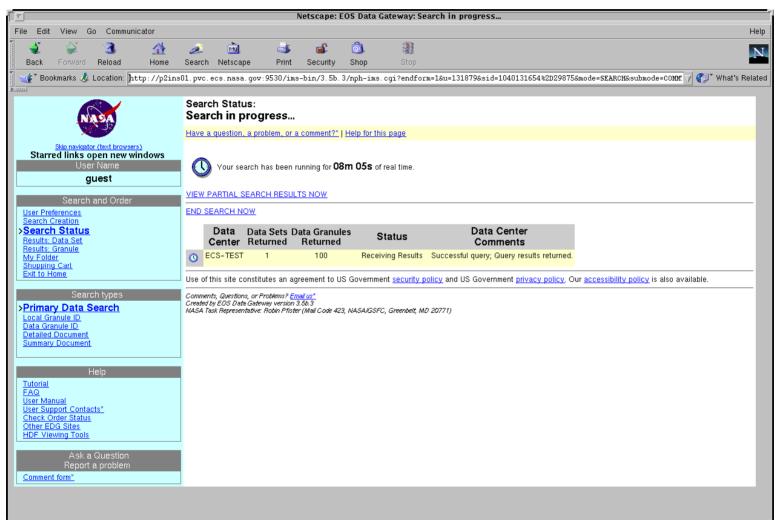


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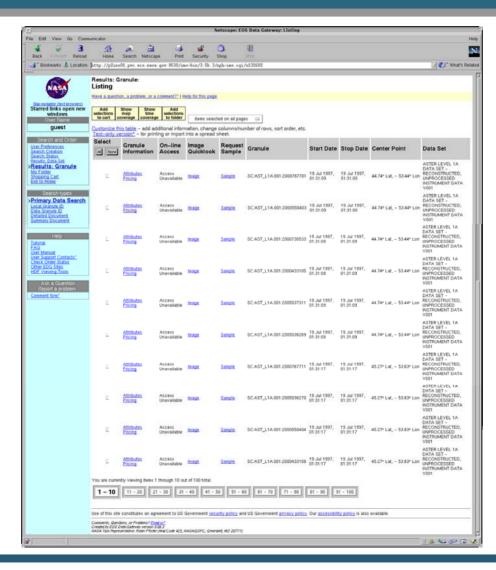
### Search In Progress Screen





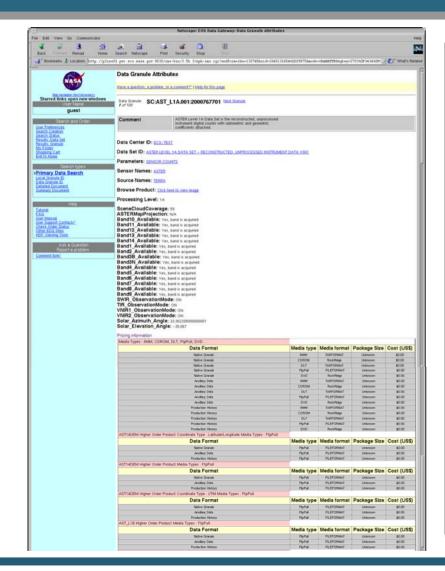
### **Results: Granule Listing**

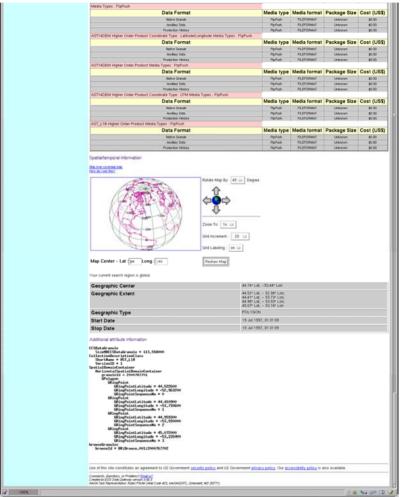




#### **Granule Attributes Screen**

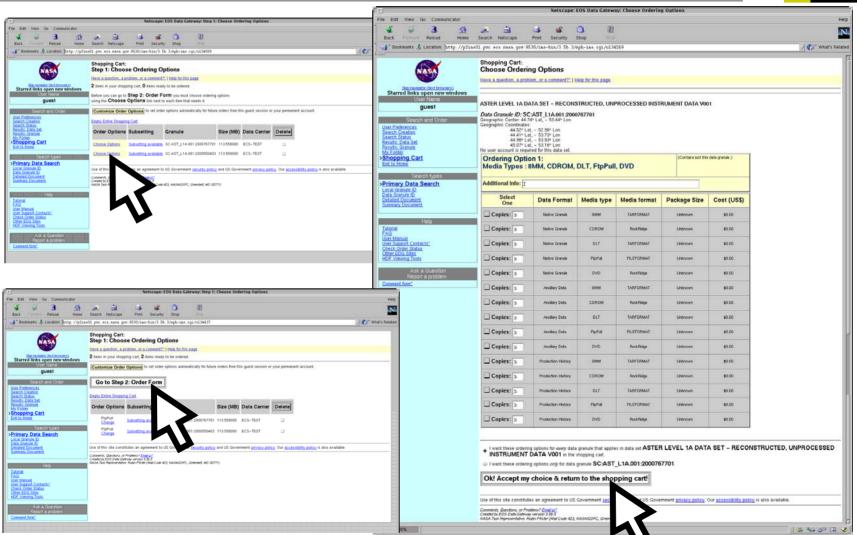






#### **Choose Ordering Options**





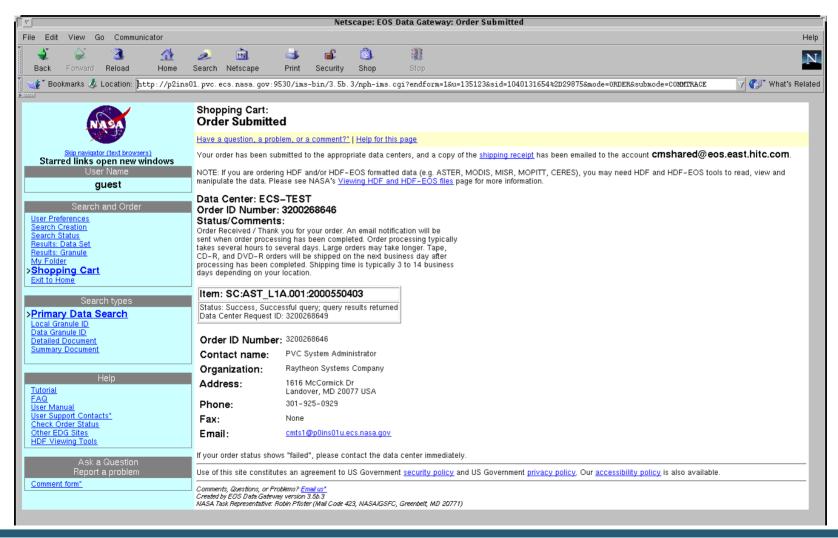
#### Order Form



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	Submit Order Now!	
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	Restore user preferences from a file	
	This may useful if the profile retrieved from EOS is not the order profile you want for the current order.	
	Enter the name of an EOS Data Gateway user preferences file to restore.	
	Restore this file to the ECS Data Gateway nowl	
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#### **Order Confirmation**





#### **Update User Contact Log**



- Show progress or resolution of the contact
- User Contact Log remains open until the request is completed
- User Contact Log record can be modified several times before the request is completed
- For each modification, the log displays:
  - the operator that made the modification
  - the date and time of the modification

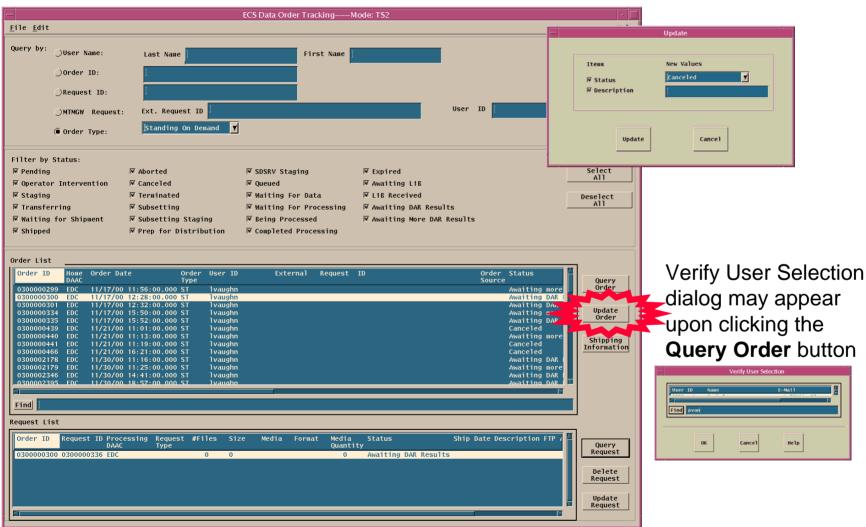
#### Cancel/Track an Order



- Create a User Contact Log record
- Validate the user
- ECS Order Tracking
- Cancel Order
- Update User Contact Log

#### **ECS Order Tracking Screens**





#### **Order Tracking**



- Order Tracking tool permits several query options
  - User Name (multiple hits bring Verify User Selection)
  - Order ID (unique ID assigned when order is placed)
  - Request ID (for large orders, Data Server may partition the order and assign more than one Request ID)
  - MTMGW (Machine-To-Machine Gateway by External Order ID or User ID)
  - Order Type (All, Standard, On Demand, Standing On Demand, MTMGW)
- Filters to reduce number of orders displayed
- To cancel a highlighted order, click on *Update Order* button and set status to *Canceled*

#### **Order Tracking Messages**



Message Text	Impact	Cause/Corrective Action
No requests found for the order.	A retrieved order has no specific requests.	None.
Unable to read from the Request Database. Try again later.	Unable to retrieve a specified request.	Check Order Tracking Server log files for possible network or server errors; notify System/Network Administrator and/or Database Administrator of problem.
Unable to read from the Order Database. Try again later.	Unable to retrieve a specified order.	Check Order Tracking Server log files for possible network or server errors; notify System/Network Administrator and/or Database Administrator of problem.
No orders were found.	A specified order number is not found in the database.	None.
Please select a request first.	Clicking on Update Request button or Delete Request but- ton does not update or delete request.	Click on a request to select it before clicking on Update Request button or Delete Request button.
No orders match the request ID.	A specified request number is not found in the database.	None.
The order is no longer in the database.	A specified order number cannot retrieve an order.	None.

#### **Order Tracking Messages (Cont.)**



Message Text	Impact	Cause/Corrective Action
Please select an order first.	Clicking on Update Order button or Delete Order button does not update or delete order.	Click on an order to select it before clicking on Update Request button or Delete Request button.
Please delete the corresponding requests first!	Unable to delete a specified order.	The order to be deleted has some requests associated with it. Delete the requests first, and then delete the order.
Unable to delete order in the Order Database. Try again later.	A specified order cannot be deleted.	Check Order Tracking Server log files for possible network or server errors; notify System/Network Administrator and/or Database Administrator of problem.
Unable to delete request in the Order Database. Try again later.	A specified request cannot be deleted.	Check Order Tracking Server log files for possible network or server errors; notify System/Network Administrator and/or Database Administrator of problem.
Server error, can not update order.	A specified order cannot be updated.	Check Order Tracking Server log files for possible network or server errors; notify System/Network Administrator and/or Database Administrator of problem.

#### **Order Tracking Log Files**



- Check log files; review with UNIX editor (e.g., pg, view, vi, more, tail)
  - EcMsAcOrderSrvrDebug.log
  - EcMsAcOrdrSrvr.ALOG
- If evidence of network error, notify System Administrator
- If evidence of Sybase error, notify Database Administrator



- The Spatial Subscription Server (NBSRV) GUI is used to view, update, or delete (cancel) subscriptions in the NBSRV database
- The Spatial Subscription Server GUI permits an operator to perform the following kinds of activities:
  - View subscribable events
  - Review existing subscriptions in the NBSRV database
  - Add a subscription specifying Data Pool qualification and retention criteria, thus adding a subscription for Data Pool insert to the database
  - Create a standard subscription for notification and/or distribution of ECS data products
  - Designate a subscription for secure distribution



- The Spatial Subscription Server GUI permits an operator to perform the following kinds of activities (Cont.):
  - Extend the period of retention in a Data Pool insert subscription for new granules from a particular area
  - View the acquire and notification actions currently being processed by the Spatial Subscription Server
  - View statistics on the processing of events and actions by the Spatial Subscription Server



- New operator GUI security standards require the following two levels of permissions for the Spatial Subscription Server GUI:
  - Full Capability
  - Limited Capability
- Full-capability operators have the ability to configure parameters and perform all other actions that can be accomplished with the Spatial Subscription Server GUI
- Limited-capability operators are able to view a lot of information
  - However, on the limited-capability GUI some buttons and links have been disabled so it is not possible to perform certain actions or access certain pages



- This lesson provides instruction in the full-capability version of the Spatial Subscription Server GUI. In general, both full-capability operators and limited-capability operators can view the following items:
  - Subscribable events
  - Subscriptions
  - Bundling orders
  - Action queue
  - Statistics relating to Spatial Subscription Server performance



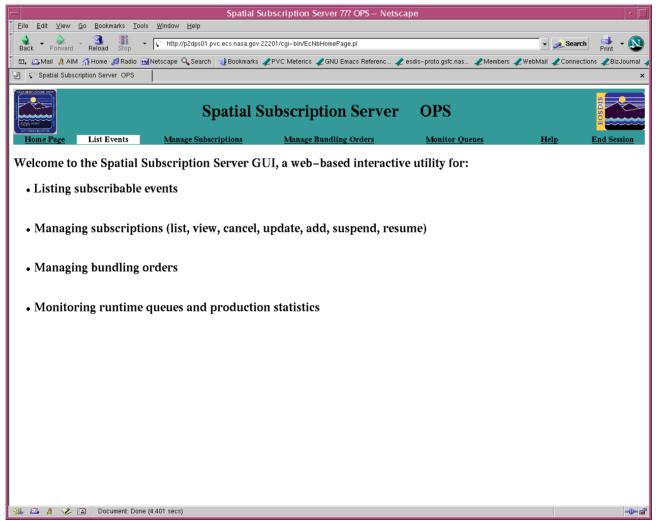
- Full-capability operators only may perform the actions:
  - Add, update, or delete (cancel) a subscription
  - Configure defaults for a bundling order
  - Add, update, or cancel a bundling order
- The Spatial Subscription Server GUI is a web application



- The Spatial Subscription Server GUI Home Page provides four links for access to pages supporting various tasks:
  - List Events: access to pages for listing subscribable events
  - Manage Subscriptions: access to pages for managing subscriptions
  - Manage Bundling Orders: access to pages for managing bundling orders
  - Monitor Queues: access to pages for monitoring the action queue and listing statistics
- There is also a Help link providing descriptions of the NBSRV functions to provide the operator with assistance in navigating through the GUI

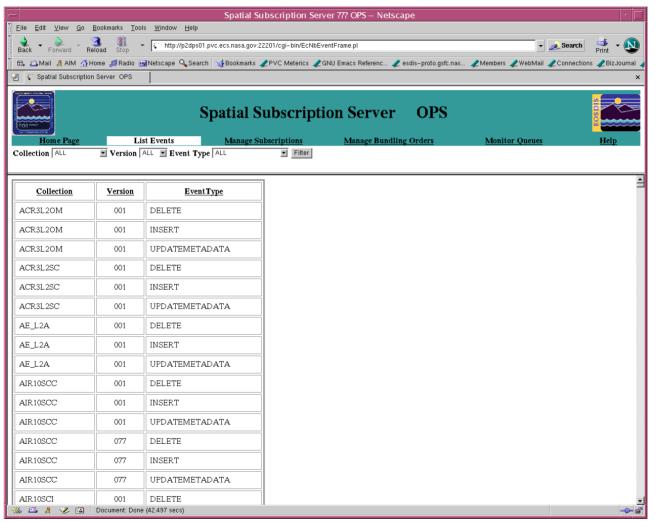
# Spatial Subscription Server GUI Home Page





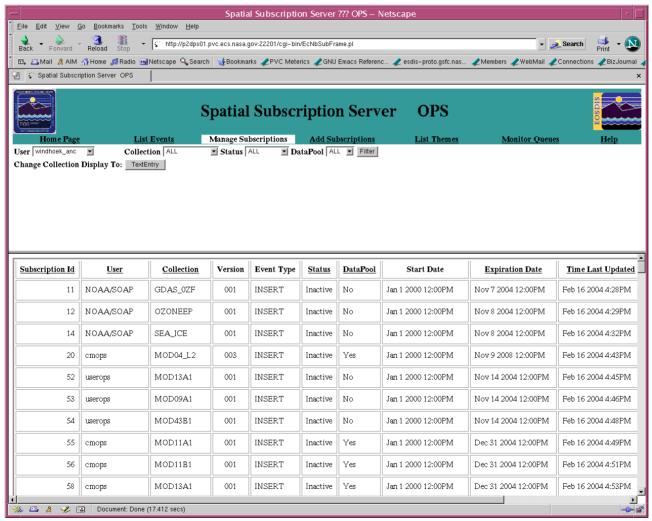
#### Spatial Subscription Server GUI List Events Page





### **Spatial Subscription Server GUI Manage Subscriptions Page**





# Spatial Subscription Server GUI Add Subscriptions Page

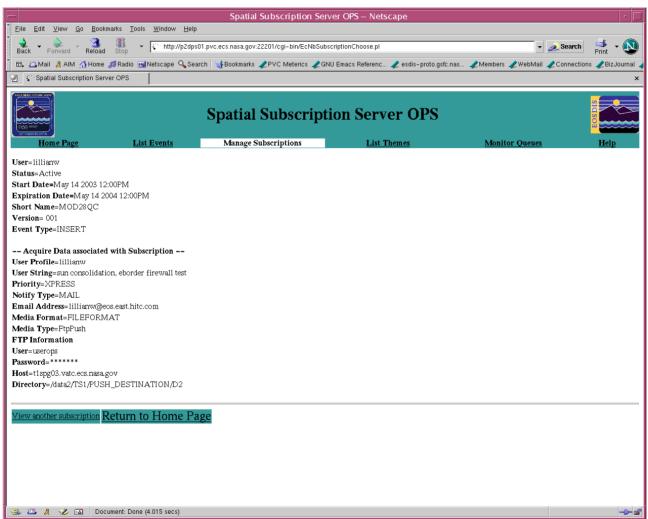


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# Spatial Subscription Server GUI View Subscriptions Page





### **Spatial Subscription Server GUI Update Subscriptions Page**



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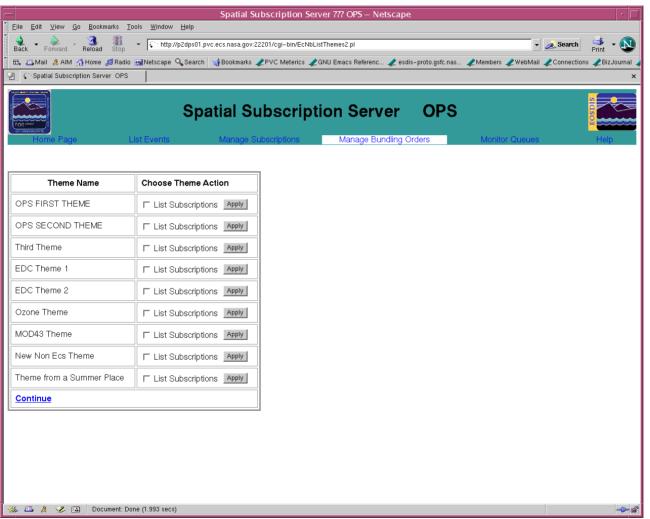
## Spatial Subscription Server GUI List Themes Request Page





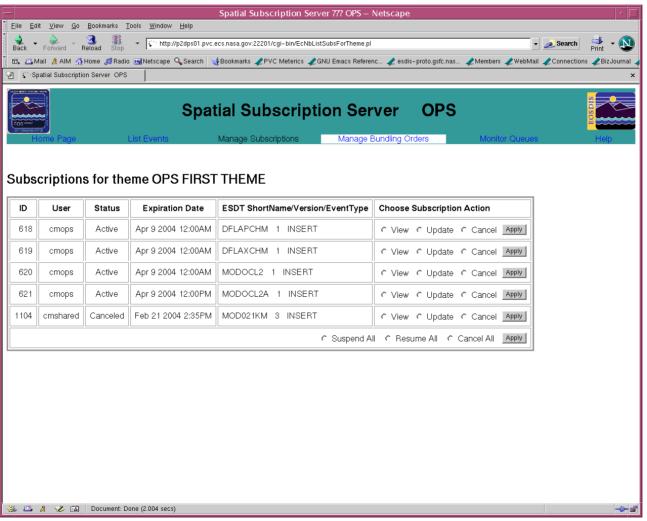
### **Spatial Subscription Server GUI Theme List Page**





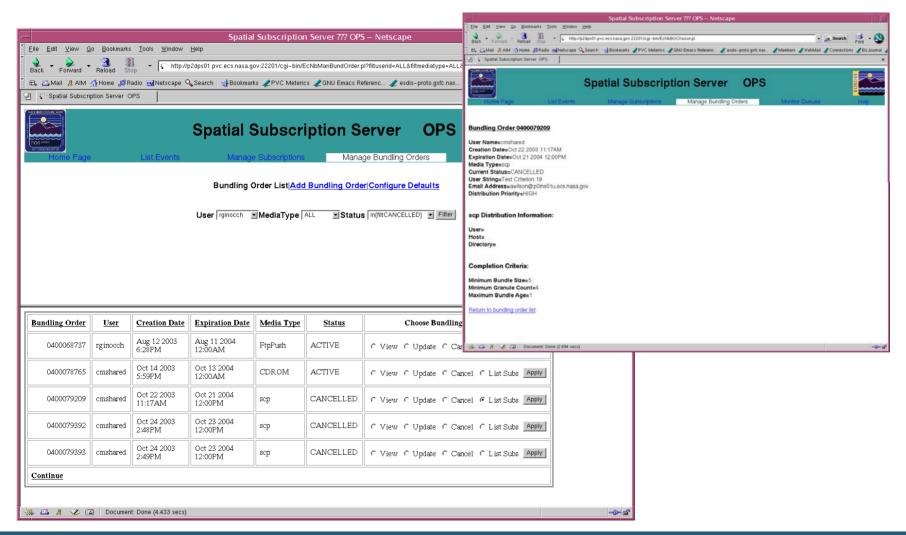
# **Spatial Subscription Server GUI List Subscriptions for Theme Page**





# Spatial Subscription Server GUI Manage Bundling Orders Page





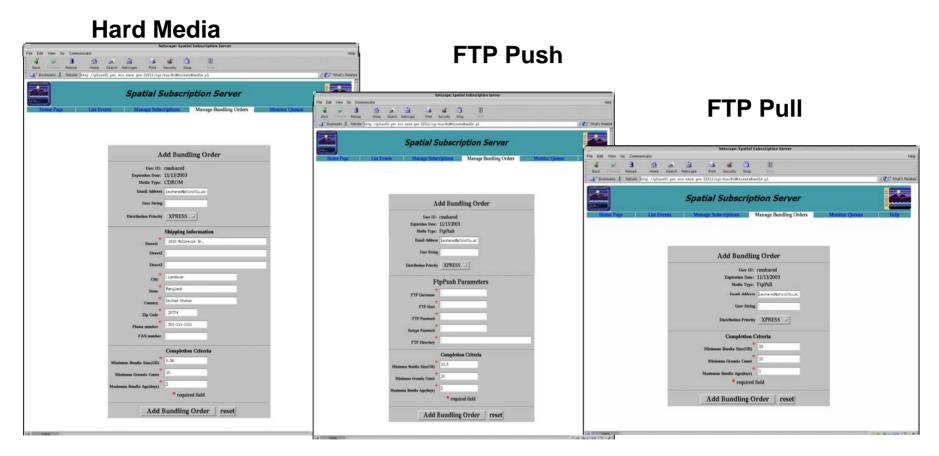
### **Spatial Subscription Server GUI Add Bundling Order Page**



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Home Page List Events	Manage Subscriptions Manage Bundling Orders	Monitor Queues	Help
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# **Spatial Subscription Server GUI Add Bundling Order: Data Pages**

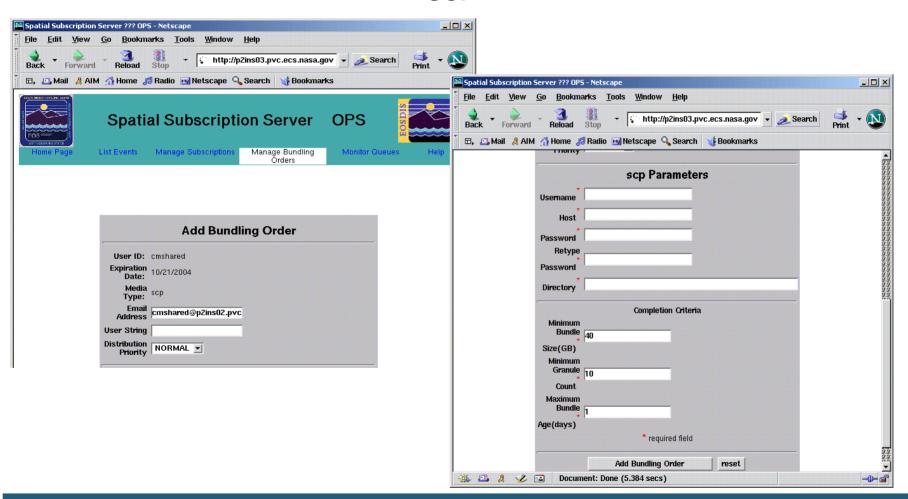




### **Spatial Subscription Server GUI Add Bundling Order: Data Pages**

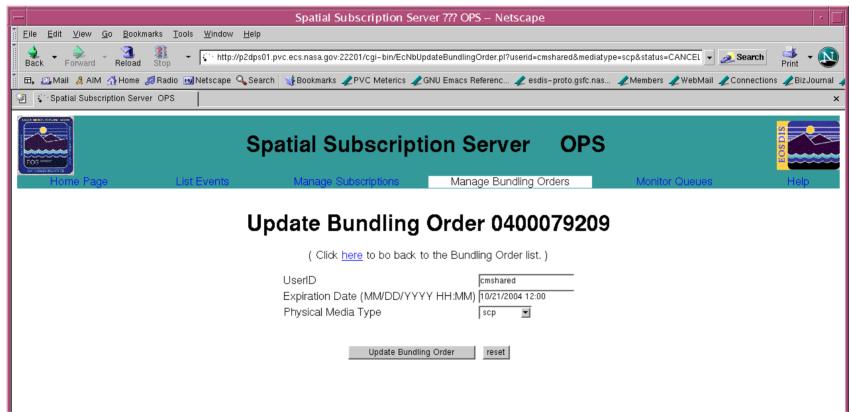


#### SCP



# Spatial Subscription Server GUI Update Bundling Order Page

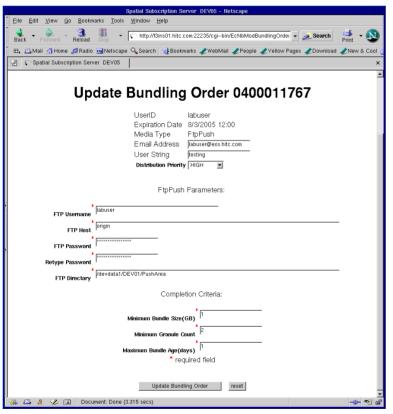




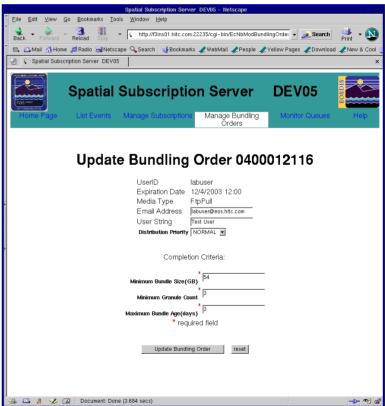
# Spatial Subscription Server GUI Update Bundling Order: Data Pages



#### **FTP Push**

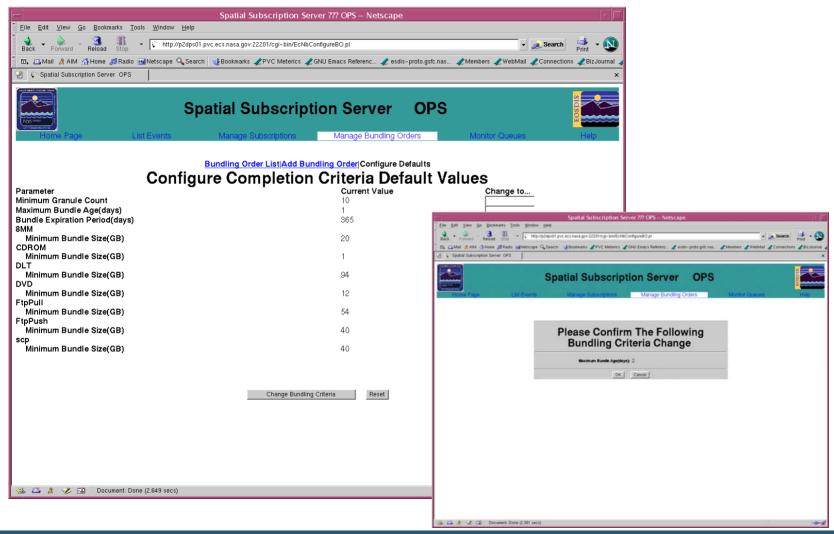


#### **FTP Pull**



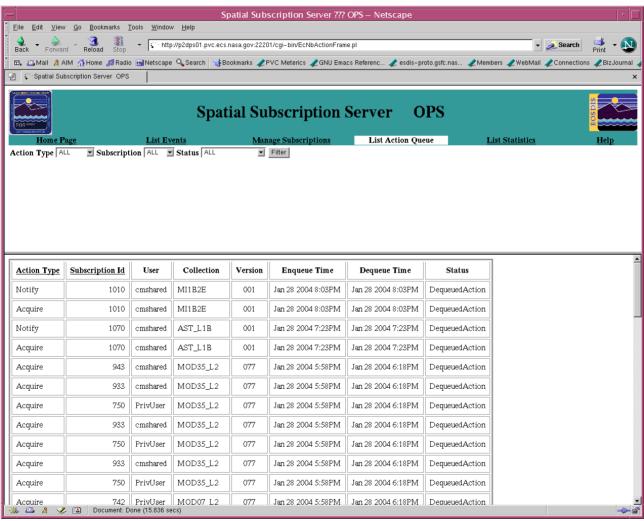
### SSS GUI: Configure Bundling Order Completion Criteria Defaults





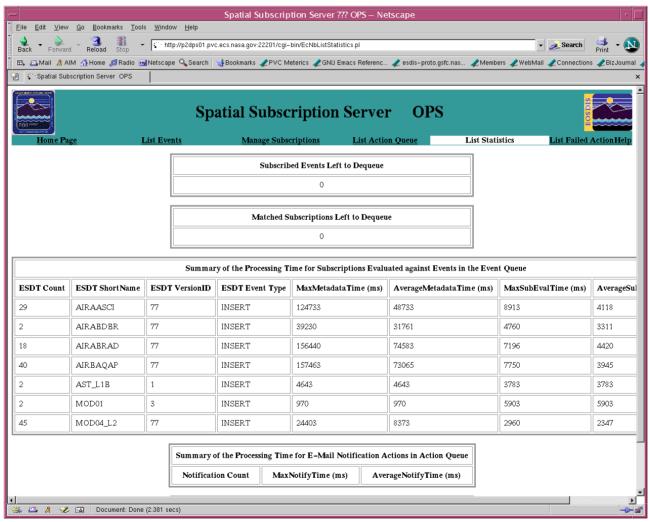
### **Spatial Subscription Server GUI List Action Queue Page**





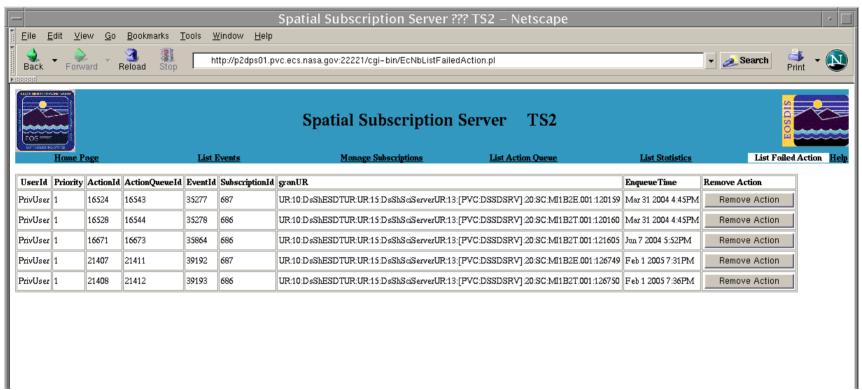
### **Spatial Subscription Server GUI List Statistics Page**





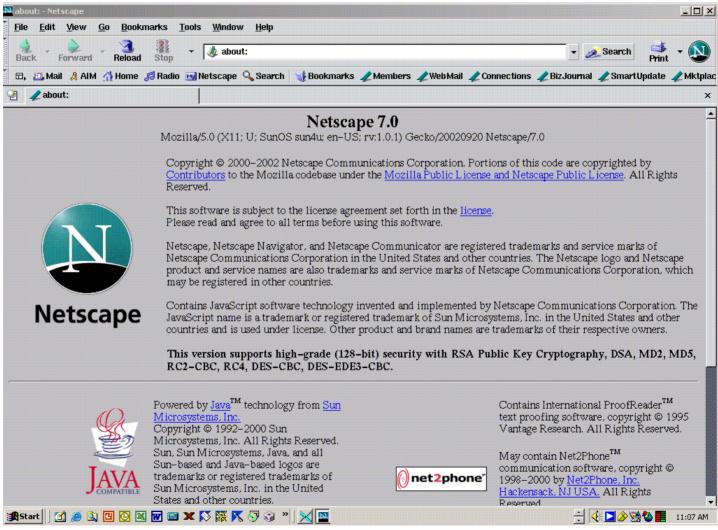
### Spatial Subscription Server GUI List Failed Action Page





#### **Netscape Web Browser**





#### **Security Login Prompt**



Prompt					
?	Enter username and password for "SSS Realm" at p2dps01.pvc.ecs.nasa.gov:22221 User Name:				
	Password:				
	Use Password Manager to remember these values.				
	OK Cancel				

# Spatial Subscription Server GUI User Messages



Message Text	Impact	Cause and Corrective Action			
No subscription choice was selected, click on View, Update, or Delete.	No action taken on the subscription.	The user clicked 'Apply' for a subscription without specifying an action (view, update or delete). Return to previous page and select an action.			
User Profile Validation Failure. User "" is un- known.	Subscription not added/updated.	The user attempted to add/update a subscription without specifying a userId. Return to previous page and enter a valid userId.			
Datetime String Validation Failure	Subscription not added/updated.	The user entered an invalid datetime string. Return to previous page and enter a valid datetime string.			
ESDT Pattern Error	Subscription not added.	The user entered an invalid pattern for an ESDT short name. Return to previous page and enter a valid pattern (or leave blank to see all possible ESDTs).			
Subscription NOT added. The following input errors were detected: <description error="" of="" the=""></description>	Subscription not added/updated.	Invalid data was entered for a subscription and detected by Sybase when an insert into the database was attempted. (For example, alpha data entered for a numeric field). Return to previous page and correct the data entry described in the detailed error message.			
No actions were entered for the subscription.	Subscription not added/updated.	A subscription must have at least one associated action. Return to previous page and select at least one action by checking the checkbox for that action and entering the required data.			

# Spatial Subscription Server GUI User Messages (Cont.)



Message Text	Impact	Cause and Corrective Action			
Cannot mix bundling with other types of actions	Subscription not added/updated.	If a subscription is bundled, it cannot hav any other associated actions. Return to previous page and either unbundle the subscription or uncheck any other checken actions.			
All the mandatory acquire data for FtpPush (Pull) was not entered	Subscription not added/updated.	Required information was not entered for an acquire action (e.g., FTP password for a push operation). Return to previous page and enter all requested information.			
All the mandatory E-Mail Notification data was not entered	Subscription not added/updated.	Required information was not entered for an email notification action. Return to previous page and enter all requested information.			
All the mandatory Data Pool data was not entered	Subscription not added/updated.	Required information was not entered for a data pool action. Return to previous page and enter all requested information.			
No option was selected, click on Suspend All, Re- sume All or Cancel All	No action taken on subscriptions.	No action was specified to apply to the subscriptions associated with a theme. Return to the previous page and select an option.			
"userld" must have a value	Bundling order not added/updated.	UserId was not specified for a bundling order. Return to the previous page and enter a valid userId.			
User Profile Validation Failure: User <> is Unknown.	Bundling order not added/updated.	An invalid userId has been specified for a bundling order. Return to the previous page and enter a valid userId.			
Date format invalid. Please enter MM/DD/YYYY.	Bundling order not added/updated.	An invalid datetime has been entered for the bundling order expiration date. Return to the previous page and enter a valid datetime string.			
<> must have a value	Bundling order not added/updated.	A required field has not been entered for a bundling order. (For example, street address for a physical media distribution.) Return to the previous page and enter the required information.			
must be an integer Bundling order not added/updated or completion criteria defaults not configured.		A non-numeric value was entered for one or more completion criteria. Return to the previous page and enter only numeric values for completion criteria.			

#### **Guidelines for Selection Data for Data Pool Insertion**



- Initial criteria should be refined with experience
- Serve diverse user needs
  - Federal, State, Regional Government
  - Earth and social science research
  - Education
  - Intermediaries
  - Commercial applications
- Balance: Data variety vs. Persistence of need
  - Data variety supports diverse interests
  - Variation in retention supports different usage patterns (e.g., 30-day window for science, but window of 3 months or more for applications may be appropriate)
  - May vary by DAAC/data sets

### **Guidelines for Selection Data for Data Pool Insertion (Cont.)**



- Data Type exclusion: DAAC restriction
  - Products of known limited interest (e.g., on-demand products)
  - Products requiring billing and accounting
    - May be represented in the Data Pool with metadata only
- Data quality selectivity
  - Use QA Flag qualifiers to permit insert only of granules meeting specified quality standards
- Reducing demand on Data Distribution
  - Based on predicted or observed interest level
- Systematic and iterative refinement
  - Set up initial criteria
  - Develop indicators for tracking level and nature of use
  - Monitor Data Pool usage and refine criteria as needed

#### **User Access to the Data Pool**



- Data Pool access through a web browser and FTP download
- Two ways user may access Data Pool using a web browser:
  - by a drill-down tool called the Data Pool Web Access GUI
  - Through the EDG during a data search
- The Data Pool Web Access GUI provides users with a rapid means of obtaining granules with associated metadata and any available browse granules
  - The interface allows a user to select a Theme, Data Group, or Data Set (ESDT) and successively select constraining criteria in a progressive narrowing of the search to drill down to desired granules

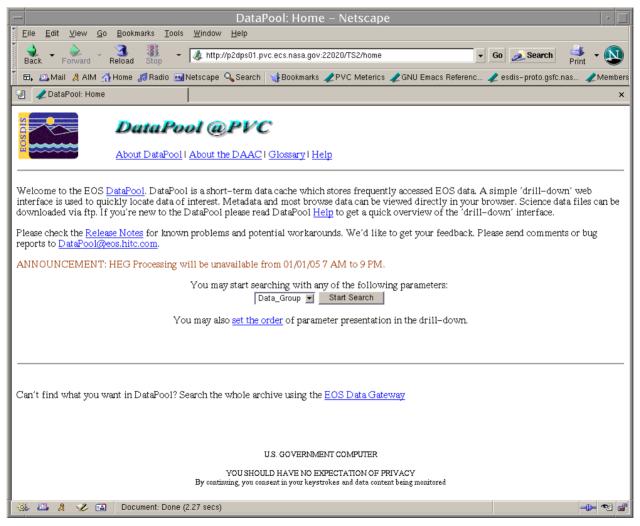
#### User Access to the Data Pool (Cont.)



- In addition to Theme, parameters are presented in the following order during drill-down:
  - Data\_Group
  - Data\_Set
  - Date
  - Time\_of\_Day
  - Spatial
  - Cloud\_Cover
  - Day/Night\_Flag
  - Science\_QA
- The user can modify the order in which the parameters are presented

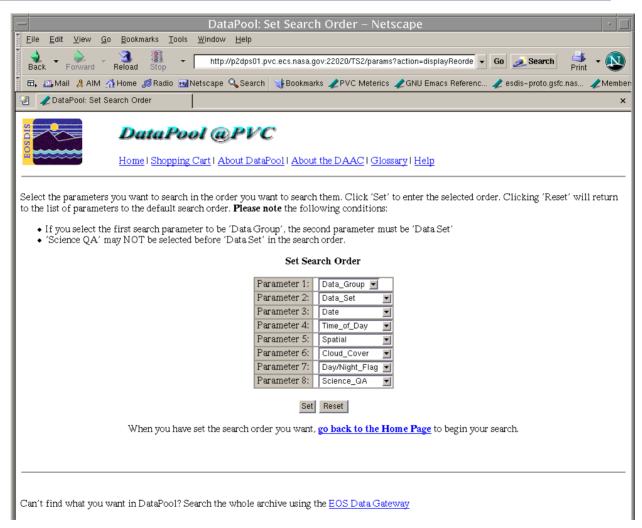
## Data Pool Web Access: Home Page (Welcome Screen)





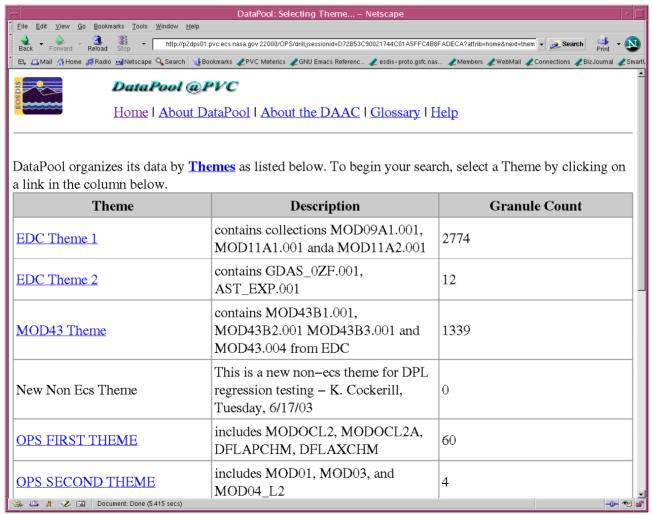
#### Data Pool Web Access: Set Search Order





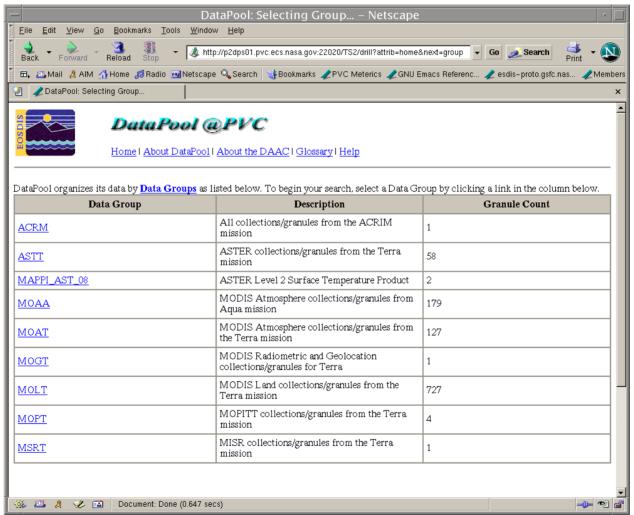
#### Data Pool Web Access: Selecting Theme





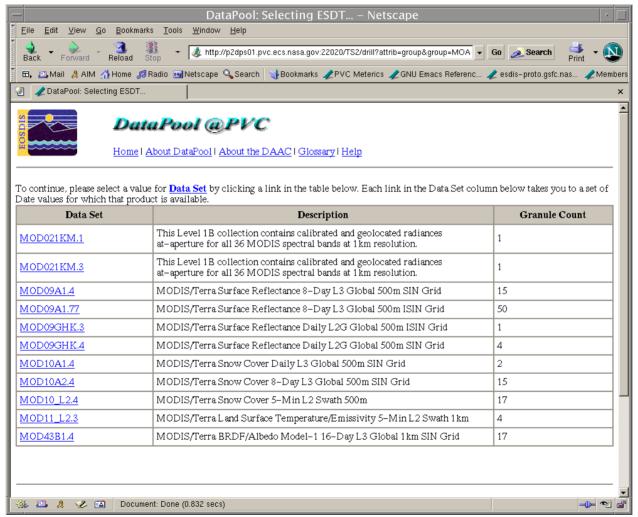
## Data Pool Web Access: Selecting Data Group





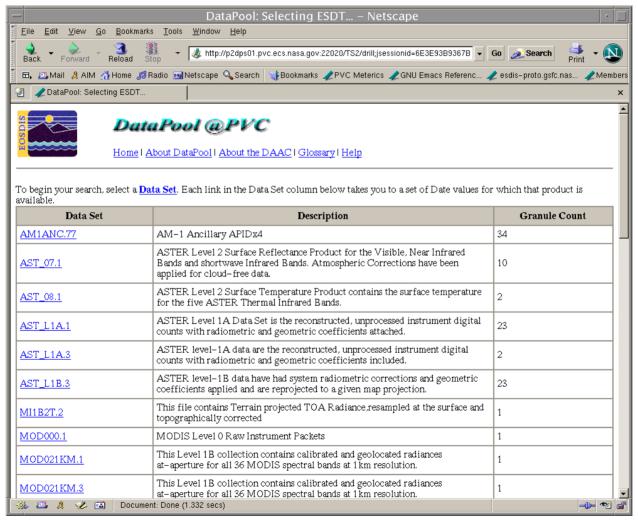
# Data Pool Web Access: Selecting ESDT (Data Set) (from Group)





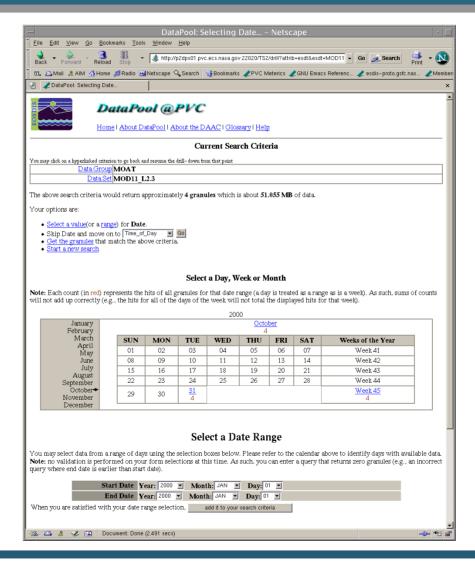
# Data Pool Web Access: Selecting ESDT (Data Set) (from Home Page)





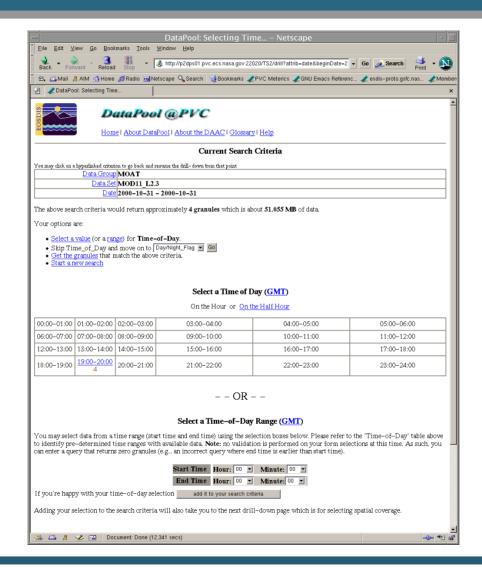
#### Data Pool Web Access: Selecting Date





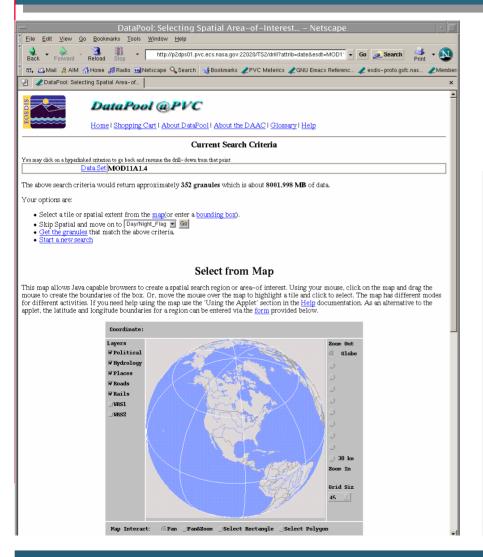
#### Data Pool Web Access: Selecting Time

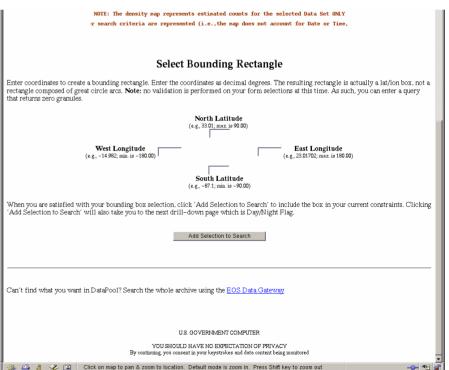




# Data Pool Web Access: Selecting Spatial Area of Interest

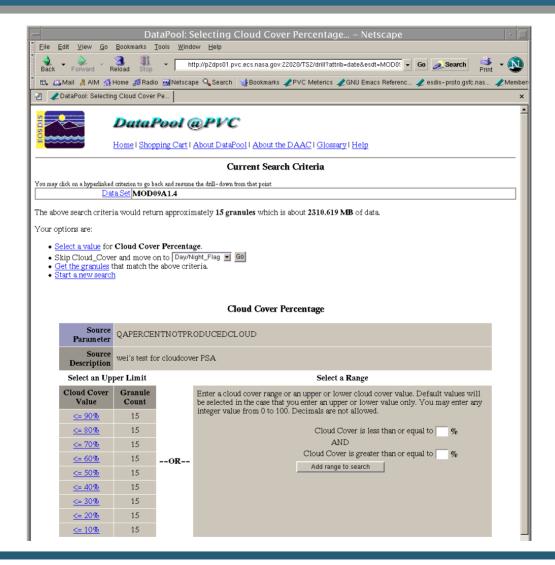






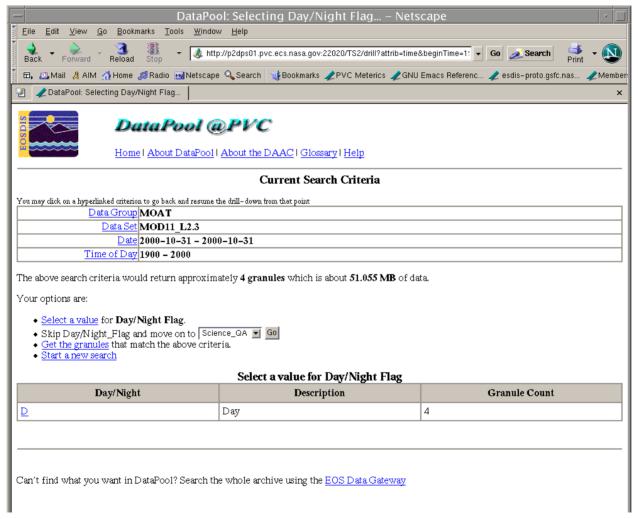
#### Data Pool Web Access: Selecting Cloud Cover Percentage





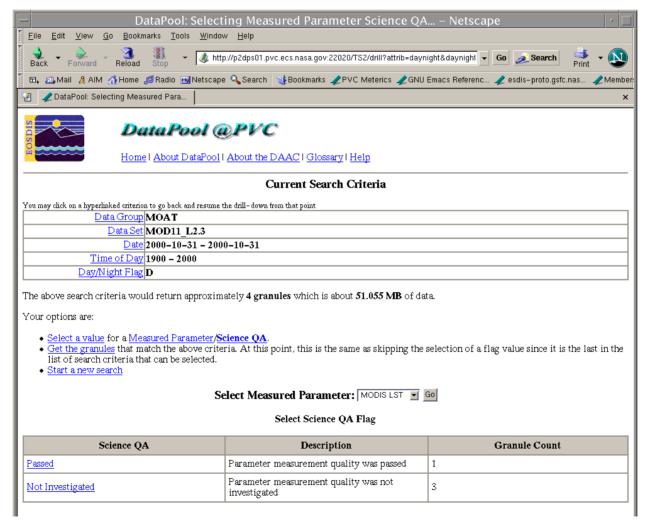
# Data Pool Web Access: Selecting Day/Night Flag





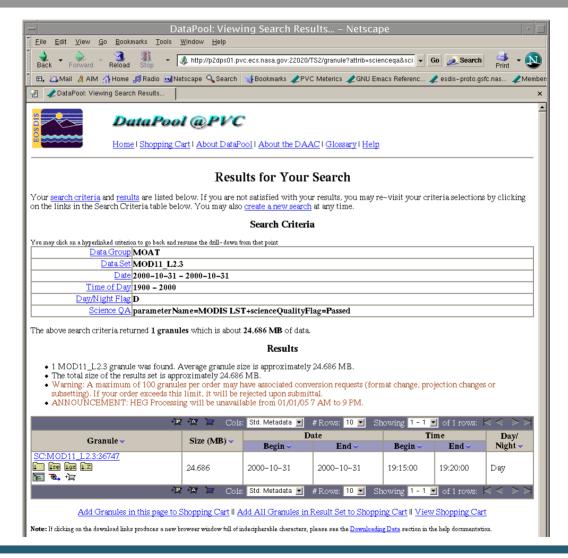
### Data Pool Web Access: Selecting Science QA Flag





# Data Pool Web Access: Viewing Search Results Page





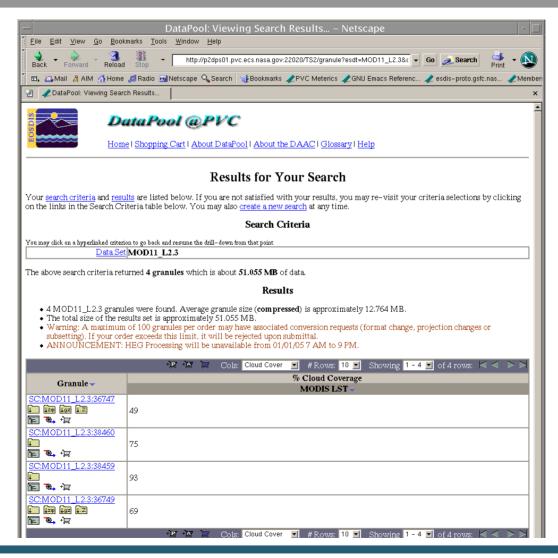
### Data Pool Web Access: Viewing Search Results Page – Science QA





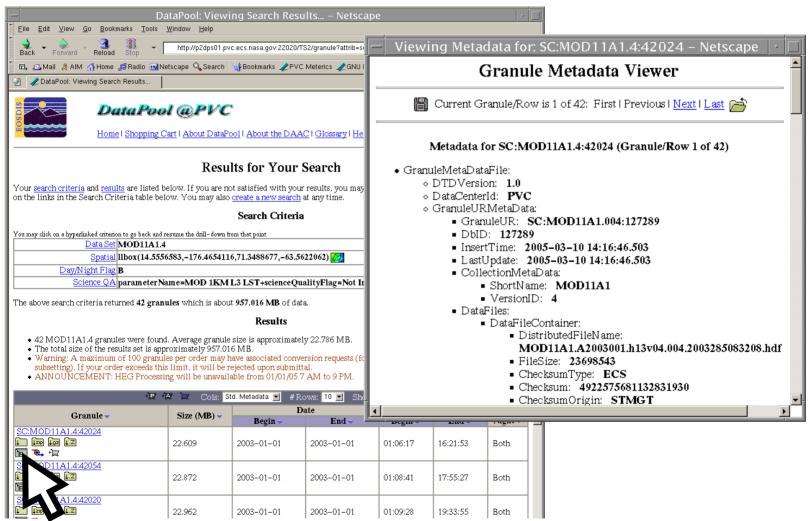
### Data Pool Web Access: Viewing Search Results Page - Cloud Cover





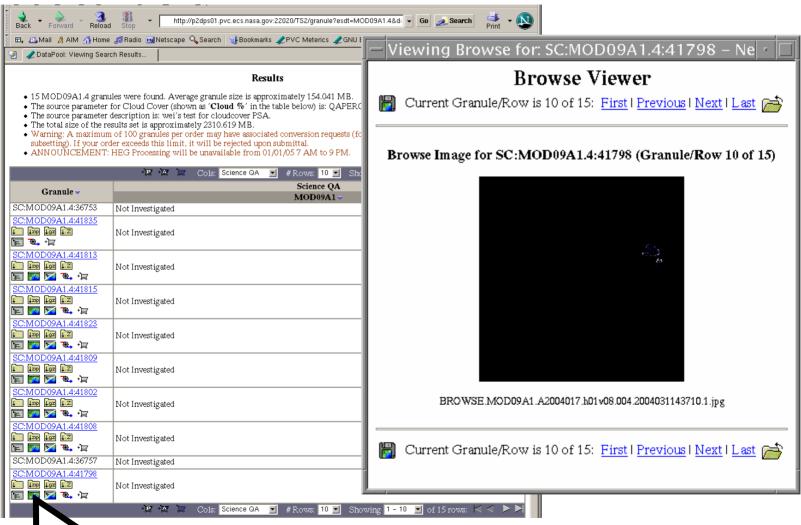
#### Data Pool Web Access: Granule Metadata Viewer





#### Data Pool Web Access: Browse Viewer





#### Data Pool Web Access: HEG Processing Information



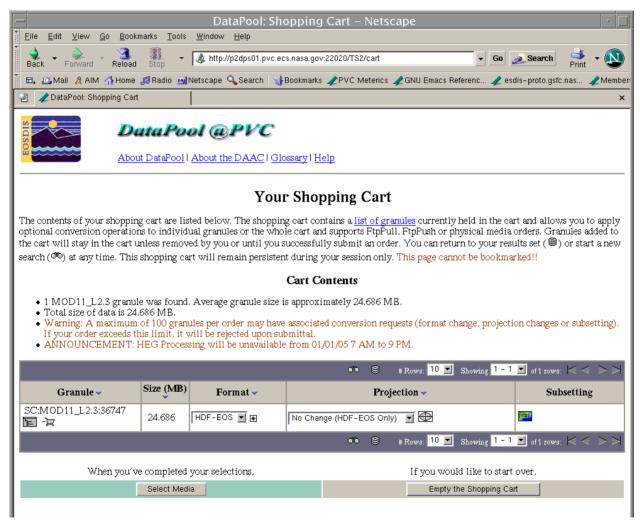
#### HEG Processing Information – Netscape

This MOD11\_L2.3 granule can have HDF-EOS-to-GeoTIFF (HEG) converter processing options applied to it as part of an order. To select processing options, add the granule to the shopping cart and make selections via the form controls displayed there. The following options are allowed for granules of this type:

- Output Format:
  - hdfeos
  - geotiff
- Projection:
  - No Change
  - Geographic
  - Polar Stereographic
  - Universal Transverse Mercator
- Spatial Subsetting: Allowed
- Band Subsetting: Allowed

### Data Pool Web Access: Your Shopping Cart





# Data Pool Web Access: Projection Input Parameters Dialogue Box



— DataPool: Projection Inp	ut Parameters – Netscar				
Projection Input Parameters for: SC:MOD11A1.4:42054					
Universal Transverse Mercator					
Enter input parameters for this projection (optional). A UTM zone will be selected from the latitude and longitude values you enter below. If you choose not to enter any values, the zone will be determined based on the geographic location of the data you wish to project.					
Longitude in Zone:	decimal degrees				
Latitude in Zone:	decimal degrees				
Note: if you do not supply a value for any one of the above fields, defaults will be calculated for you by the conversion software.  Apply these settings to all granules in the shopping cart.  Make these settings the default for incoming granules.  Note that incoming granules which do not support this projection will not have it selected as the default. Also note that choosing default projection settings will limit your media selections to 'Download' as long as the session is active so, choose carefully.					
C'hoose selections now?					
<u>ок</u>	Cancel				

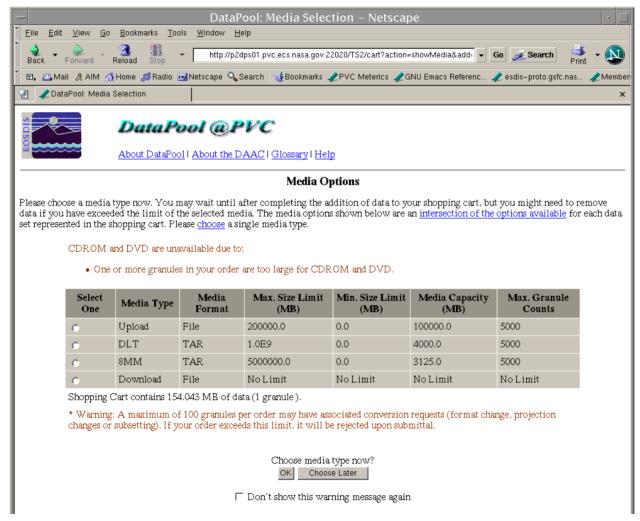
# Data Pool Web Access: Spatial Subsetting Dialogue Box



DataPool: Spatial Subsetting – Netscape				
Spatial Subsetting for SC:MOD11A1.4:42024				
Please enter values for the coordinates:				
West Longitude (e.g., -14.982; min. is -180.00)  South Latitude (e.g., -87.1; min. is				
Note: No defaults will be calculated for spatial subsetting if values are not entered into the field.  Apply these settings to all applicable granules in the shopping cart.  Make these settings the default for incoming granules.  OK Cancel				

# Data Pool Web Access: Media Selection (Media Options)





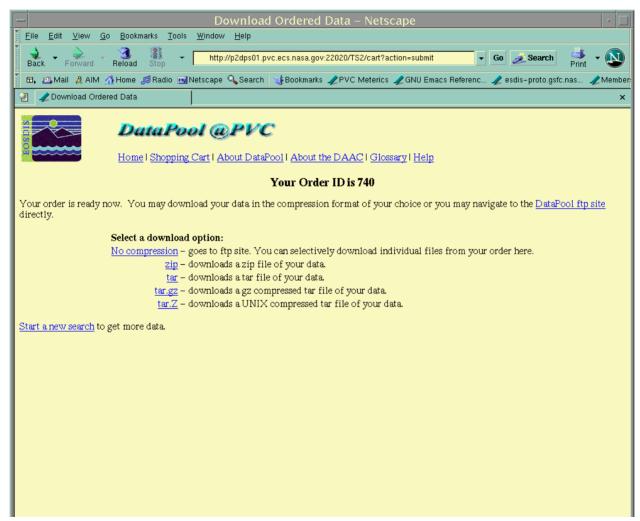
# Data Pool Web Access: Checkout (Download Profile)



DataPool: Checkout – Netscape	·   _				
File Edit View Go Bookmarks Tools Window Help					
Back Forward Reload Stop http://p2dps01.pvc.ecs.nasa.gov:22020/TS2/profile?action=showProfile&is.  Go	<b>Search</b> Print ▼ <b>N</b>				
🖫 🖶, 📇 Mail 🙏 AIM 🐴 Home 🦪 Radio 🖼 Netscape 🔍 Search 📑 Bookmarks 🥠 PVC Meterics 🙏 GNU Emacs Referenc 🥠 esdi	is-proto.gsfc.nas 🥒 Member:				
②	×				
DataPool @PVC About DataPool I About the DAAC I Glossary I Help					
Please enter your download profile. Granules will be removed from the shopping cart upon the successful submission of a profile will remain persistent during your session only. This page cannot be bookmarked!!	an order. Your download				
Download Profile					
User Name: (Optional) First: Felix Last: User					
E-mail: fuser@users.net					
☐ Send an order notification e-mail					
When you've completed your selections, To change data content, To change media selection,					
Order the Data Back To Cart Ba	ack To Media				
Can't find what you want in DataPool? Search the whole archive using the EOS Data Gateway					
U.S. GOVERNMENT COMPUTER					

#### Data Pool Web Access: Download Ordered Data





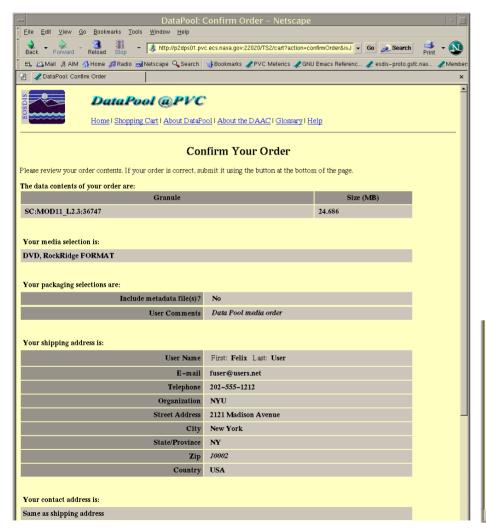
# Data Pool Web Access: Checkout (Physical Media)



		DataPool	: Checkout	– Netsca	ре			-
Eile Edit <u>V</u> iew <u>G</u> o <u>B</u> ookmarks <u>T</u> ools <u>W</u> indow <u>H</u> elp								
Back Forward Reload Stop • & http://p2dps01.pvc.ecs.nasa.gov:22020/TS2/profile?action=showProfile&is. • Go Search Print								
🗔 🖽 Mail 🔏 AIM 🚮 Home	🖽, 🛂 Mail 🔏 AlM 🐴 Home 🎜 Radio 🖼 Netscape 🔍 Search 🤯 Bookmarks 🥠 PVC Meterics 🥠 GNU Emacs Referenc 🥠 esdis-proto.gsfc.nas 🥠 Membe							
2 DataPool: Checkout								×
DataPool @PVC About DataPool   About the DAAC   Glossary   Help								
			Checko	ut				
Please enter packaging select necessary information, pleas selections will remain persis	e <u>confirm your ord</u>	er. Once the ord	ler is successfu	ılly submitte	d, your shoppi			
			Packagin	g				
Inclu	de input granule	metadata file?	○ Yes ⊙ N	io				
	<u>U</u>	ser Comments					_	
			Addresse	S				
Shipping Shipping			Contact					
	Note: You do not need	to enter a contact ac	ldress if the inform	ation is the same	as the shipping a	ddress.		
	User Name	First:	Last:			(Required)		
	E-mail					(Required)		
	Telephone					(Required)		
	Organization							
	Street Address					(Required)		
	City					(Required)		
	State/Province			N		(Required)		
	Postal Code					(Required)		
	Country	]				(Required)		
When you've finished your entries, To start over, To change data content, To change media selection,								
Confirm Y	our Order	Clear Yo	ur Entries	Back	to Cart		Back to Media	
1								

# Data Pool Web Access: Confirm Order (Physical Media)

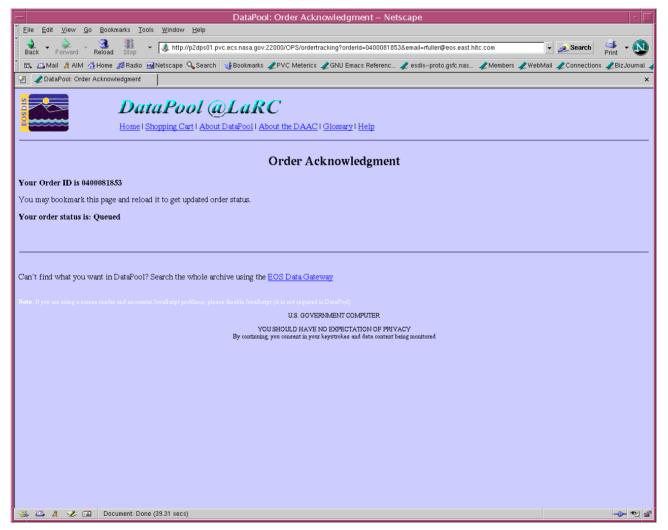






## Data Pool Web Access: Order Acknowledgement Page





#### **Data Pool FTP Service**



- Pre-defined directory structure
  - ./<DataPool Home Directory>/<Data Pool Collection Group>/ <shortname.versionid>/<acquisition date>
- Anonymous FTP Service supports access through interactive FTP sessions or scripts
- Scenario
  - Log in as anonymous user
  - Data Pool FTP service establishes connection and assigns default directory for the Service
  - User navigates directory and searches for data
  - User downloads data to remote disk
  - User may repeat search and download
  - User logs out of Data Pool FTP service

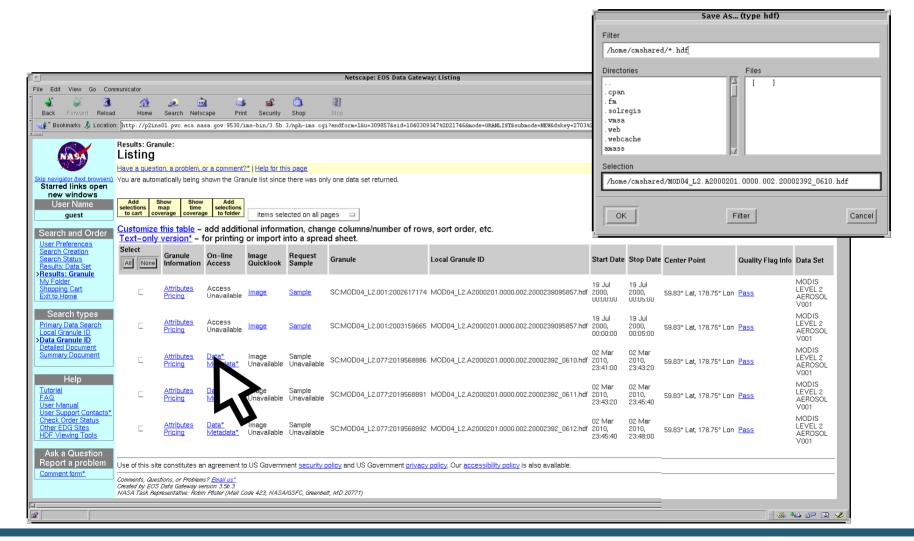
#### **EDG Access to Data Pool**



- EDG indicates to a user any granules among the search results that are accessible on line i.e., in the Data Pool and provides links to the data, metadata, and browse data to allow download from the Data Pool
- When a user searches ECS data holdings and obtains a list of granules, if the Data Pool contains a copy of any of the granules and associated metadata or browse data, there will be links in the On-line Access column of the listing
  - A click on a link for data or metadata results in display of a dialog box for specifying a destination for download of the information from the Data Pool
  - A click on a link for browse data launches the browse image in a browse viewer
    - This feature is called Integrated Browse
    - Browse images are sent to the EDG from the DAAC's Data Pool
    - If the browse granule is not already in the Data Pool, DPL (i.e., Data Pool Insert) stages the browse file (in the DPL hidden directory structure) by retrieving it from the appropriate AMASS storage location, as specified in the volume group history information in the STMGT database

#### **EDG Access to Data Pool**





#### **Data Dictionary Maintenance**



- ECS service requests routes to EDG Web Client Version 0 ECS V0 Gateway reads the ECS Data Dictionary containing the terminology mapping information
- EOS Data Gateway client must have ECS Valid terminology for searchable attributes

source

campaign

- sensor

processing level

geophysical parameter

geographical coordinates

– data set name

temporal intervals

- data center ID
- EOSDIS V0 IMS has a two-week valids update cycle
- Tool permits mapping to collections (done when importing valids) and export of valids

### **Data Dictionary Maintenance Tool**



Modify Data Valids Attributes/ Valids IIIe  1. Select Data Type:   Solection   Valids   Valid	— Data Dig	tionary Maintenance Tool	1. 🗆
Data Type   Data	Ille Selected Edit		<u>H</u> elp
Data Type:   25   Jection	viodity Valids Attributes/	Valids	
Z. Dec Could Dec.	Selection Criteria  FCSAllributeName Status  AM1ATTF	Selection Citters	
Update Coreta	1. Ondain Unabase update	Catecel	

# Data Dictionary Maintenance Tool (Cont.)



— Data Dictionary Maintenance Tool in Mode, TS2				-	
<u>F</u> ile <u>S</u> elected <u>E</u> di	t				<u>H</u> elp
Modify Data	lmport Valids File	Map Attributes/ Keywords	Export Valids File		
ECS To V0	Mapping —		3. Equivale	nt Attributes	
1. ECS Attributes		A	Attribut CAMPAI	GN	
Attribute InstrumentGuio InstrumentLon InstrumentSho	gName		PARAME	CENTER_ID ETER SING_LEVEL	
InstrumentTecl			Find		
Find			4. Equival	ent Keywords	
2. ECS Keywords			Keyword		
Keyword FM2 MISR MODIS			No map	ping Not Mapped Done	
МОРІТТ			Find		
Find			Add		
	Update			Cancel	
		Update A	All Collections		

# Data Dictionary Maintenance Tool (Cont.)



F	Da	ata Dictionary Maint	enance Tool in Mo	de, TS2	
<u>File Selected Edi</u>	it			<u>H</u> el	
Modify Data	Import Valids File	Map Attributes/ Keywords	Export Valids File		
1. Select Export P	rotocol	VO-IMS =			
2. Get list of col	lections	Selection Criteria			
Collections	Short Name Version Id Status  MOD01 1 Export				
4. Export collect					
File name for ex	port: /home/	cmts2/mod01.valid		or Browse	
		Save	Cai	ncel	

# Data Dictionary Maintenance Tool (Cont.)



_	Da	ita Dictionary Maint	enance Tool in M	lode, TS2			-
<u>File Selected Edit</u>							<u>H</u> elp
Modify Data	Import Valids File	Map Attributes/ Keywords	Export Valids File				
1 . Select Import P	'rotocol	ASTER-ECS					
2. Load Valids F	ile. File Name :	i/home/cmts2/17	.valid	or	Browse		
3. Check File Syr Check	ntax.						
3. Save Syntax E	rrc File Name :	nome/cmts2/edc1.ern	ror	or Brow	/se	Save	
4. Avaitable Colle	ections.						
5. Update Databa				Cancal			7
	Upda	ate		Cancel			

## **DDMT User Messages**



Message Text	Impact	Cause/Corrective Action
Failed.	Cannot proceed with the subsequent and corresponding actions.	Operator action did not result in the desired program function. Check prior entries before action entries.
Can't undo.	Cannot cancel previous action.	Cancellation is not possible. No corrective action available.
The Query failed for all the collections.	Query cannot be performed.	Could not perform the query for all the collections. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
The Query failed for some of the collections.	Query cannot be completely performed	Could not perform the query for some of the collections. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
The Query succeeded for all the collections.	N/A.	Informational message.
The Query succeeded for some collections.	N/A.	Informational message.
Error connecting to Data Dictionary Server.	Data Dictionary Server not connected.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
Querying database.	N/A.	Informational message.
Updating database.	N/A.	Informational message.

## **DDMT User Messages (Cont.)**



Message Text	Impact	Cause/Corrective Action
The update was successful.	N/A.	Informational message.
The update failed.	Database cannot be updated.	Updating the database did not work. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
No attribute has been specified.	No further action on attributes will occur.	Attributes are not specified. Specify the attributes and try again.
A valid value has not been specified.	No further action will occur.	A value was not specified. Specify a value and try again.
Unable to connect to Data Dictionary Server. Please try later.	Data Dictionary Server not connected.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
The query matched no items in database.	N/A.	Informational message.
The query failed.	Query cannot be performed.	Could not perform the query. Check the DDICT server log files for possible connectivity or Sybase errors and, if indicated, contact the System Administrator or Database Administrator to correct identified problems. Then try again.
Unknown internal error.	The connection to the server is not available.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for connectivity problems.
Cannot open valids file <valids filename="">.</valids>	Valids file will not be available.	The valids file specified does not exist. Specify the correct valids file and try again.
Saved file <file- name&gt;.</file- 	N/A.	Informational message.
Data Dictionary updated.	N/A.	Informational message.
You have pending actions, which will be lost if you exit. Do you really want to exit?	Loss of pending actions.	Operator trying to exit before confirmation of database changes. Confirm before exiting.
Do you really want to exit?	Seeks confirmation.	Operator confirmation required before exiting. Confirm before exiting.
Unable to open specified file. Try another filename.	File specified will not be available.	The file specified by the operator cannot be opened. Specify correct file name and try again.

## **DDMT User Messages (Cont.)**



Message Text	Impact	Cause/Corrective Action
You have made changes to <item name="">, which will be lost if you proceed. Do you want to continue?</item>	Loss of current changes.	Operator confirmation required before exiting the current action. Confirm before exiting.
Query failed.	N/A.	Database search resulted in no selections.
The query failed, possibly due to a server problem.	Connection to DDICT server not available.	Contact System Administrator/Operations Supervisor to ensure that the server is running and to check for con- nectivity problems.
Unable to open output file <filename>.</filename>	Output file not available.	Specified output file does not exist. Check for its presence. Create file if necessary and try again.
Not available <list available="" items="" not="" of="">.</list>	File is not available.	Configuration File Error. Contact System Administrator to ensure use of the correct Configuration File with all the entries required.
No file specified. Please select or type a file name.	File not available.	A filename has not been specified. Select the proper filename and try again.
<filename> does not exist. Please try again.</filename>	File not available.	File selected does not exist. Select a file that is present and try again.
Unable to access <filename>. Please try again.</filename>	File not available.	Cannot access the specified file. Check for the presence of the specified file.
<pre><filename> is a di- rectory. Please also specify a file.</filename></pre>	File not available.	File selected does not exist. Specify a filename instead of the directory.
<pre><filename> is not a proper file. Please try again.</filename></pre>	File not available.	File selected is not proper. Specify a proper filename.
<filename> already exists and will be overwritten. Do you want to continue?</filename>	A file is overwritten.	Operator has used an existing filename. Use a different filename to avoid overwriting and existing file.
Value missing for required field. Please specify a value.	Cannot proceed with the action.	Improper entry in the desired field. Make a proper entry and try again.
Elements in valids section of data file not understood.	The data file is not usable.	The valids file is not correct. Use the proper valids file and try again.

#### **Data Dictionary Server Log Files**



- Check log files; review with UNIX editor (e.g., pg, view, vi, more, tail)
- Path: /usr/ecs/MODE/CUSTOM/logs
- EcDmDictServerDebug.log
  - If evidence of network error, notify System Administrator
- EcDmDictServer.ALOG
  - If evidence of Sybase error, notify Database Administrator

#### **Cross-DAAC** Referral



- Referral to another DAAC
  - User Contact Log record document the request
  - User Profile verify user registration
  - Data Search and Order tool locate the requested data
  - Forward original request to the other DAAC
  - Add explanatory information
  - Attach preliminary search as a desktop object
  - Attach original Contact Log Id record
  - Send the requester E-mail explaining that the request for help has been forwarded

#### **Cross-DAAC Referral (Cont.)**



- Receive referral from another DAAC
  - User Contact Log record document receipt of the referral
  - User Profile verify for yourself that the requester is a registered user
  - Data Search and Order tool locate the requested data
  - Review the E-mail verify that the search is complete or add search parameters, contacting the user if more information is necessary
  - Submit the order
  - Update User Contact Log record indicate completion of order; close the record

#### **Cross-DAAC Tracking**



- Tracking to another DAAC
  - User Contact Log record: document the request
  - User Profile: verify that the requester is a registered user
  - Query User Contract Log: search for closed record concerning user request

#### **Cross-DAAC Tracking (Cont.)**



- Responding to tracking request from another DAAC
  - User Contact Log record update record to document current status check
  - User Profile verify that requester is still registered
  - ECS Order Tracking tool check on status of user's data request
  - telephone or E-mail to the user provide status of data request
  - telephone or E-mail to the original DAAC permit closing of User Contact Log record there
  - User Contact Log record update record to document that status was provided

#### **Objectives and Importance**



- Overall: Proficiency in providing support to users of the ASTER Data Acquisition Request (DAR) tool
  - Describe the ASTER DAR tool and its purpose
  - Create and submit a DAR, including instrument settings, data quality, transmission, viewing geometry, spatial requirements, and temporal requirements
  - Create and submit a query to the xAR Database
- Lesson topic helps prepare LP DAAC User Services representatives to assist users in application of the ASTER DAR tool for preparing ASTER Data Acquisition Requests

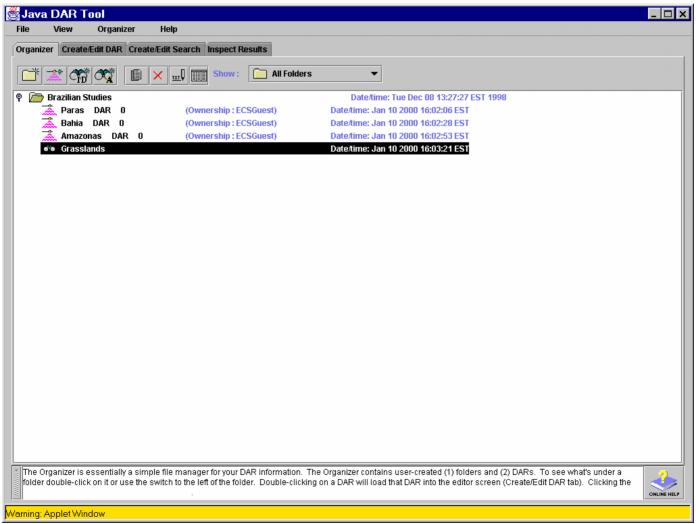
#### **Data Acquisition Requests**



- DAR: a user request submitted through the ECS Client to schedule data acquisition by the Advanced Spaceborne Thermal Emission and Reflection (ASTER) Radiometer
  - submitted to the ASTER Ground Data System (GDS) in Japan
  - the GDS controls scheduling of the ASTER instrument
  - collected data are provided as level 1A and level 1B data to the LP DAAC

## ASTER DAR Tool (ADT) Organizer Tab





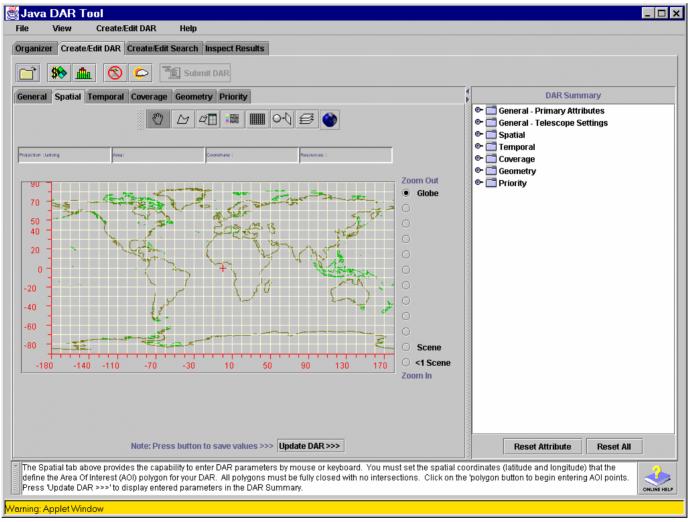
#### **ADT Create/Edit DAR General Tab**



💆 Java DAR Tool	_ 🗆 🗴
File View Create/Edit DAR Help	
Organizer   Create/Edit DAR   Create/Edit Search   Inspect Results	
Submit DAR	
General Spatial Temporal Coverage Geometry Priority	DAR Summary
DAR Title: Amazonas	○ ☐ General - Primary Attributes ○ ☐ General - Telescope Settings
User ID: ECSGuest	©
Investigation Class: Other	©- Coverage ©- Geometry
Scientific Objective:	©- ☐ Priority
Maximum Cloud Coverage(%): <=20% ▼	
Day and/or Night Settings: day ▼	
Telescope Selection: full mode ▼	
Show Gain Settings: ✓ YES ☐ NO	
Visible and Near Infrared (VNIR): Short Wave Infrared (SWIR):	
Band1: high ▼ Band4: normal ▼ Band7: normal ▼	
Band2: high ▼ Band5: normal ▼ Band8: normal ▼	
Band3: normal ▼ Band6: normal ▼ Band9: normal ▼	
Note: Press button to save values >>> Update DAR >>>	Reset Attribute Reset All
The Create/Edit DAR tab above contains nested tabs which allow you to enter DAR parameters. It is MANDATORY to set sp temporal parameters (lifetime start and end dates) for all DARs. All other parameters are optional. Press the 'Update DAR DAR. Press the 'Submit DAR' button (on toolbar above) to submit the DAR to the ASTER GDS.	
Warning: Applet Window	

#### **ADT Create/Edit DAR Spatial Tab**





### **ADT Create/Edit DAR Temporal Tab**



🗸 Java DAR Tool	_ 🗆 ×
File View Create/Edit DAR Help	
Organizer Create/Edit DAR Create/Edit Search Inspect Results	
Submit DAR	
General Spatial Temporal Coverage Geometry Priority	DAR Summary
	© ☐ General - Primary Attributes © ☐ General - Telescope Settings
	o- ☐ Spatial
DAR Lifetime:	Temporal     Coverage     Geometry
Start: 1 11 2000	© □ Priority
DAR Lifetime: Period over which all acquisitions may occur; may have multiple AWs.	
Repeat Interval:  (Days)(Hours)	
Acquisition Window:  (Days)(Hours)	
AW Duration: Length of each AW. The first AW begins with the DAR Lifetime Start Date. RI: Time from start of one AW to the start of the next (used only with multiple AWs). Note: Having multiple AWs may entail resetting Multi-Temporal Observations on the Coverage tab.	
Note: Press button to save values >>> Update DAR >>>	
	Reset Attribute Reset All
The Temporal tab above provides the capability to enter DAR temporal parameters. You must set the start and end date p and Acquisition Window parameters may be left set to the their defaults or they may be changed. When finished press 'Up parameters in the DAR Summary.	
Warning: Applet Window	

### ADT Create/Edit DAR Geometry Tab



∰Java DAR Tool	_ 🗆 ×
File View Create/Edit DAR Help	
Organizer Create/Edit DAR Create/Edit Search Inspect Results	
Submit DAR	
General Spatial Temporal Coverage Geometry Priority	DAR Summary
Telescope Look Angle	©- ☐ General - Primary Attributes ©- ☐ General - Telescope Settings
"+" = Satellite Left "-" = Satellite Right	● ☐ Spatial  Temporal
Any Look Angle     Specific Look Angle	o- ☐ Coverage o- ☐ Geometry
○ Look Angle Range ○ Preset Look Angle	o- ☐ Priority
Sun Angle	
Any Sun Angle	
Note: Press button to save values >>> Update DAR >>>	Reset Attribute Reset All
The Geometry tab above provides the capability to enter look angles and sun angles using a variety of methods. There are of the look angle radio button settings results in the display of different look angle fields and components. When finished parameters in the DAR Summary.	
Warning: Applet Window	

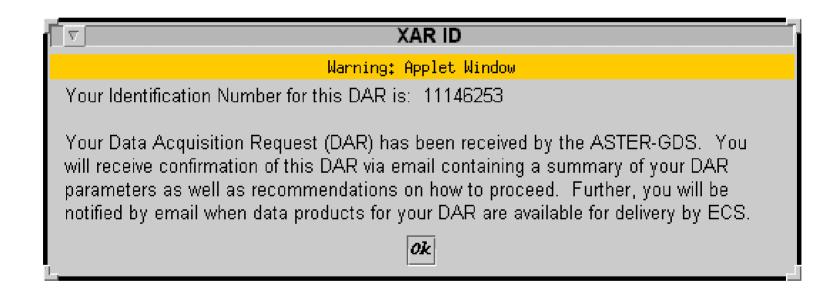
### **ADT Create/Edit DAR Priority Tab**



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File View Create/Edit DAR Help	
Organizer Create/Edit DAR Create/Edit Search Inspect Results	
Submit DAR	
General Spatial Temporal Coverage Geometry Priority	DAR Summary
Ground Campaign: ● No ○ Yes	Image: Specific content of the con
Implementation Urgency:   Normal Urgent	© ☐ Temporal © ☐ Coverage
Requestor Comments:	© ☐ Geometry © ☐ Priority
Request for Expedited Data: O No Yes	
Note: Press button to save values >>> Update DAR >>>	Reset Attribute Reset All
The Priority tab above provides the capability to set parameters that may affect the priority placed on a DAR request. Sub special ASTER authorizations that must be obtained in advance (this function will be greyed-out if you do not have such a DAR >>>'to display the entered parameters in the DAR Summary.	
Warning: Applet Window	

#### **ASTER DAR Tool ID Dialog**





#### **Modify a DAR**



- Modification of an existing DAR is limited
  - From DAR Organizer, the maximum acceptable cloud cover for a selected DAR may be set less restrictive
  - From DAR Organizer, a selected DAR may be suspended or activated by clicking on the desired status in a dialog
- Modifications are acknowledged by ASTER GDS

#### Search/Status a DAR



- The ASTER DAR Tool permits a user to search for an existing DAR in the XAR database in Japan, using the Create/Edit Search tab
  - Search by DAR ID
  - Search by attribute
    - Specify General, Spatial, Temporal, Geometry, Priority, or other attributes

## ADT Create/Edit Search Tab: Search by XAR ID



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File View Create/Edit Search Help	
Organizer   Create/Edit DAR   Create/Edit Search   Inspect Results	
Submit Search	
	Search Summary  Table 1 Search Summary
Select xAR ID's from	
or enter xAR ID if known :	
Note: Press button to save values >>> Update Search >>>	Delete Clear All
Developers who are interested in diplaying instruction-level help for the screen << jdt.client.search.SearchScreen >> must in jdt.aux.utilities.IComponentSupport and set the componentID	nplement the ONLINE HELP
Warning: Applet Window	

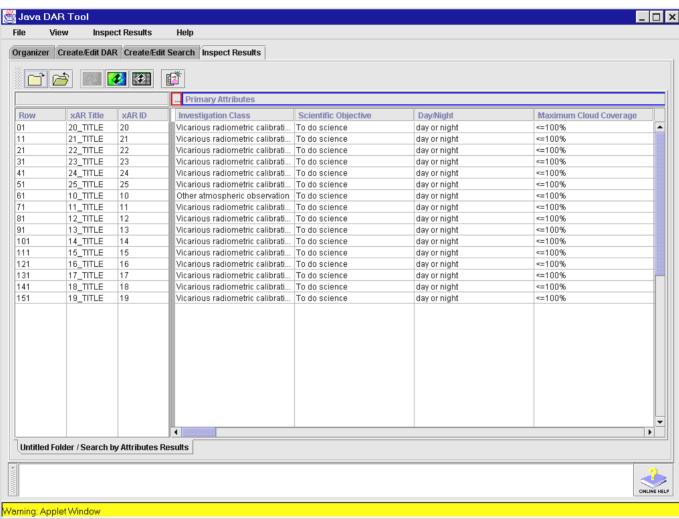
#### **ADT Inspect Results**



- Results of a Search may be inspected using the Inspect Results tab
  - Results returned as a list of titles, DAR IDs, and set of associated parameters
  - User may select one or more DARs from the list and view them in different ways
    - Textually
    - Graphically
    - Area of Interest (AOI) within selected Area of Search (AOS)
    - By search parameters that produced the result
  - User may create a template DAR using the parameters from one of the results to submit a new DAR
  - User may view acquired scenes from a selected result
    - Graphically
    - AOI within AOS

#### **ADT Inspect Results Tab**





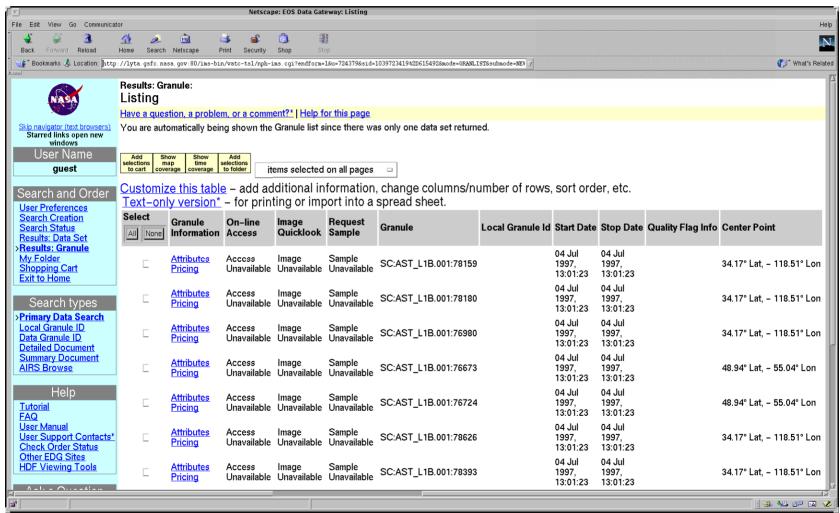
#### **On-Demand Product Requests**



- Users can submit requests through the EOS Data Gateway (EDG) tool
  - Create/order ASTER high-level products
  - Create/order Digital Elevation Model (DEM) products
  - Create/order non-standard ASTER Level 1B products
- ECS at LP DAAC is configured to support the requests
  - EDG: provides on-demand options among the data ordering options
  - PLS: creates and queues the necessary production requests
  - DPS: provides status of high-level processing for the requests
  - MSS: provides for tracking On-Demand Requests

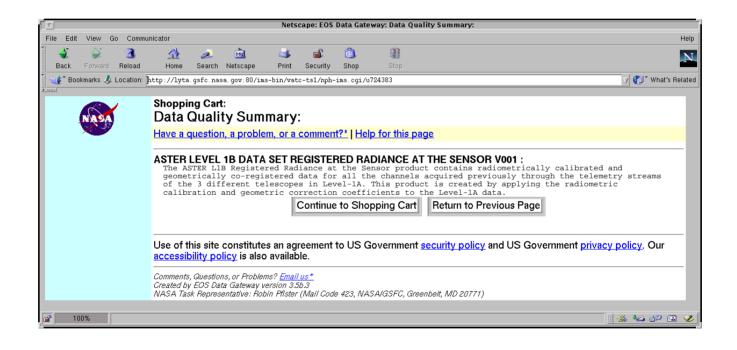
#### **EDG: AST\_L1B Results Listing**





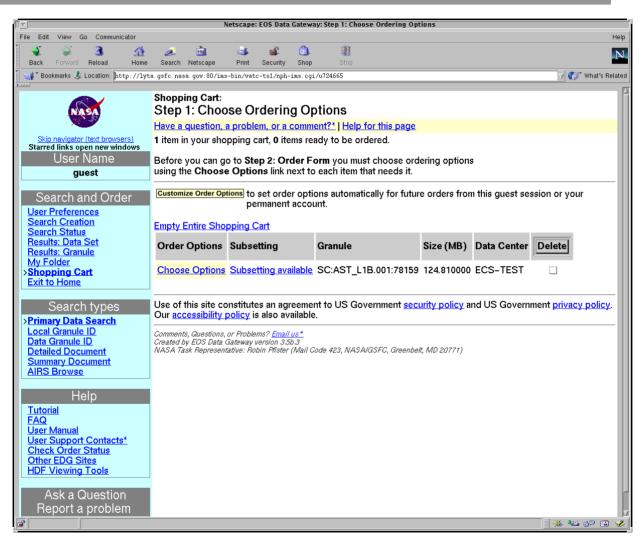
#### **EDG: Data Quality Summary**





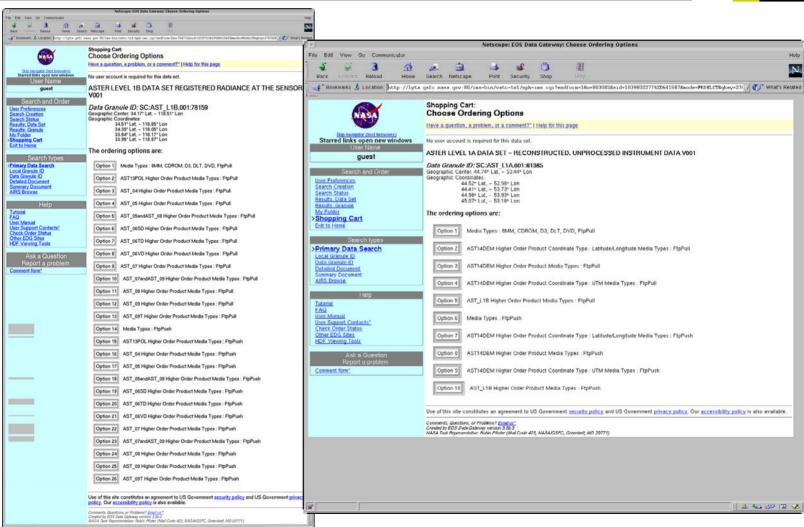
#### **EDG: Shopping Cart, Step 1**





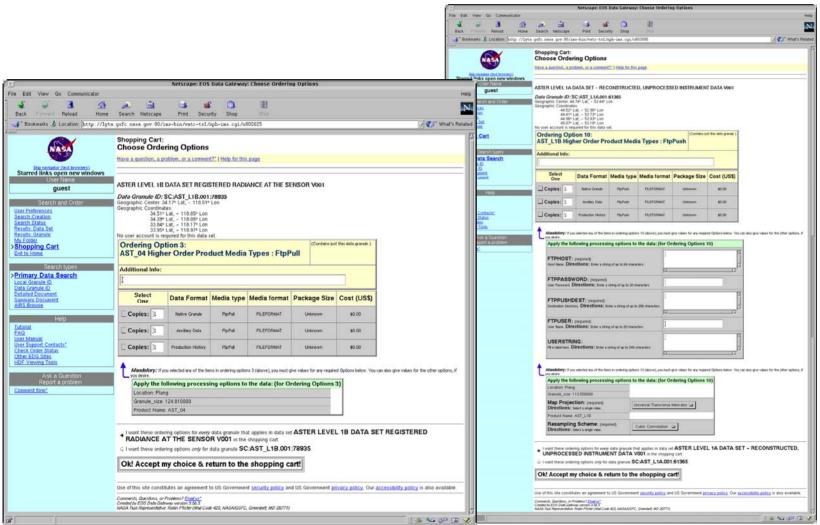
#### **EDG: Choose Ordering Options**





#### **EDG: Media Selection**





#### **EDG: Shopping Cart, Step 2**



